snapfon®

ez4G

Welcome to snÖpfōn®

Thank you for your purchase of the Snapfōn® ez4G, the latest evolution in our simple to use, ez big-button senior cell phones.

The Snapfōn® ez4G incorporates the latest 4G LTE, VoLTE, WiFi, and GPS. The ez4G is specifically designed for individuals with accessibility needs and all those wanting a simpler cellular phone at a great value. The Snapfōn® ez4G User Manual is here to help familiarize you with your new ez4G.

For additional assistance or questions see our **Support** section in this guide to connect with one of our helpful U.S. based customer service representatives.

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Table of Contents

Getting Started

Activating Your ez4G

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If you've purchased your ez4G from Snapfōn® directly your phone service may already be activated. If you purchased your ez4G from another retailer you may still need to activate your device and an activation guide will be included in the box. Follow that activation guide to get started.

If you need any assistance contact our U.S. Based Customer Service department.

Call: 800-937-1532

or

Email: customerservice@snapfon.com

ez4G Specifications and Features

Specifications:

- Talk Time: 5 Hours Approx.
- Stand by Time: 4-5 days approx.
- Headphone Jack: Standard 3.5mm
- Cameras: 5mp Main, 2mp Selfie
- Screen Size: 2.31in
- Built-in Storage: 4GB
- Micro-SD Slot for additional storage
- Lithium-ion Battery: 1500 mAh CE
- Dimensions: 141.3mm x 65.5mm x 15mm
- Weight: 119.2 Grams
- Charger Input: 100-240V~50/60Hz 0.2A
- Charger Outputs: 5V 1.0A
- Power: USB Type C and Charging Dock Capable
  (Charging Dock sold separately)

SOS Emergency Features:

- Accessible SOS Button
- Calls and Texts Emergency Message
- Customizable Emergency Message
- Low Battery Warning System
- Fall Detection Capable
- Speakerphone Connects to Emergency Contacts
- Optional Siren When Activated
- SOS App. Can be Activated or Deactivated

Technical Features:

- Bluetooth® 4.2
- 4G LTE
- VoLTE (Voice Over LTE)
- GPS
- WiFi, WiFi Calling, & WiFi Hotspot
- Hearing Aid Compatible (HAC T3/M3)

App Features:

- Weather APP
- SOS Emergency APP
- Facebook
- FM Radio
- Slide Key Pad Lock/Unlock
- Lanyard Anchor
- Speaking Keypad - English & Spanish
- Large, Easy-to-Use Buttons
- Web Browser
- Email

What's in the Box

USB-C

ez4G

USB Wall Plug

Quick-Start Guide

snopfon
ez4G

Quick-Start Guide

External Features

Main Camera Lens

Flash

SOS Button

Selfie Camera Lens

Snapfon

8:48 AM

Fri, January 1

Menu   Contacts

Camera

Calculator

Left Select

Call

Voicemail

Lock/Unlock

Navigation Pad

Flashlight

Right Select

End/Power

Silent/Volume On

ez4G
by snapfōn

Lanyard Anchor

Volume (+/-)

Keypad Lock/Unlock Switch

Headphone Jack

USB-C Charging Port

Charging Doc Connector

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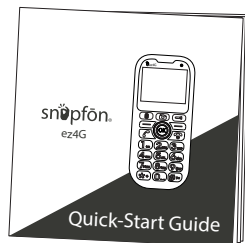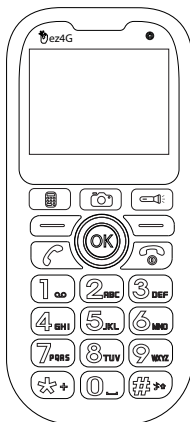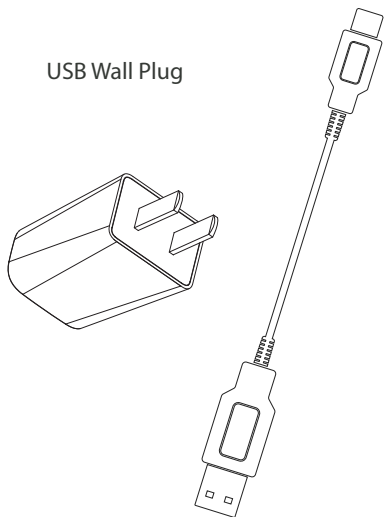
External Functions

- **SOS Button**
  Press for 3 seconds to activate SOS Alarm and SOS features. Learn more in SOS Section.

- **Main Camera Lens**
  5mp Camera

- **Selfie Camera Lens**
  2mp Selfie Camera

- **Left Select and Right Select**
  Press to select the corresponding corner screen options.

- **Navigation Pad**
  Up, Down, Left, Right, and OK for navigating on screen activity.

- **Call**
  Answer an incoming call or press once to open call application, twice to dial last outgoing call.

- **Calculator**
  Press to launch Calculator Application.

- **Voicemail**
  Hold down to launch Voicemail.

- **Keypad Lock/Unlock Switch**
  Lock or Unlock the keypad to prevent unintended use.

- **Silent/Volume On**
  Hold down to mute or turn on volume.

- **Flashlight**
  Press for 2 seconds to turn Flashlight on or off.

- **Lock/Unlock**
  Holding down unlocks display screen.

- **Camera**
  Press to open Camera application.

- **End/Power**
  End call or application, turn screen off, return to home page, and power off.

- **USB-C Charging Port and Doc Connector**
  For charging the ez4G.

- **Headphone Jack**
  For use with any 3.5mm standard headphone.

- **Volume (+/-)**
  Adjust the ringer, in-call, speaker, media, and alarm volume. Ringer volume may be adjusted any time but in-call volume must be adjusted during a call.

Home Screen & Status Bar

On the Snapfon ez4G the icons represent a specific function, application, alert, or notification on the phone. These icons are shown both on the Home Screen and in the Status Bar. The Status Bar is located at the top of the display screen and is shown while interacting with menus and applications. The left side of the Status Bar is made up of notifications and applications that are running, the right side of the Status Bar is made up of statuses and current connections.

Standard Home Screen
Home Screen Icons

Menu Screen
Status Bar Icons
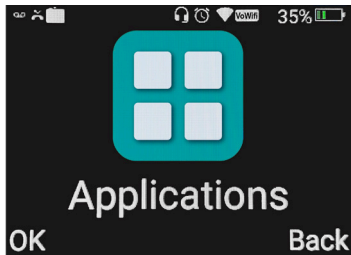
ez4G Icons

Status Bar Icons

Home Screen Icons

Icon	Label		Icon	Label
🎧	Headphone Connected		📳	Vibrate and Ring
📶	Nearby WiFi Available		📳	Vibrate Only
📡	Network Signal		🔔	Silent Mode Do Not Disturb
🔋	Battery Level		🔊	Ring Only
📶	WiFi Not Connected		📶	WiFi Connected
🅱	Bluetooth® Connected		⏰	Alarm(s) Activated
VoLTE	Voice Over LTE		📞	Missed Call
WFC	WiFi Calling		😊	Messages Received

Icon	Label		Icon	Label
WFC	WiFi Calling		😊	Messages
VoLTE	Voice Over LTE		⛔	Silent Mode Do Not Disturb
📻	FM Radio Playing		✈	Airplane Mode
🎧	Headphone Connected		100%	Battery Percentage
📵	SIM Card Missing		📶	WiFi Connected
💾	Micro-SD Card Available		🎵	Music Playing
🅱	Bluetooth® Connected		⏺	Voicemail(s) Received
SOS	SOS App. Open		📞	Missed Call
🔋	Battery Level		⏰	Alarm(s) Activated
			4G	Network Signal

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Removing Back Cover

A.
B.
C.

1. Removing the back of the ez4G can be done by locating the slit on the left side of your device.
    You can use your finger or a tool, such as a paper clip, by inserting into the slit and turning clockwise.

2. The back will then pop up. You'll then need to work your fingers around the device to fully remove
    the back cover.

3. Once the back is removed you'll be able to access the Battery, SIM Slot, and MICRO SD slot.

Battery Installation

1. Insert battery with Logo side up and gold contacts facing down into the compartment at an angle.

2. Press top of battery down until flat into the compartment.

SIM Card Installation
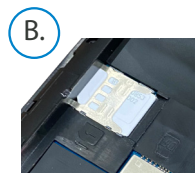
1. Position SIM by following the visual diagram next to the SIM Tray and with LOGO side up.

2. Slide SIM into place following the arrow until fully inserted.

Charging Battery

1. The USB-C charging port can be found on the bottom of the ez4G near the headphone jack.

2. Use the Snapfōn® USB-C charger by aligning and inserting it into the charging port. The charger can be used with a Snapfōn® USB wall charging plug, computer or vehicle USB port, or compatible USB port.

Optional Charging Cradle

1. The ez4G can also be charged using the ez4G Charging Cradle. The USB-C charger plugs in to the USB-C port located on the back side of the Charging Cradle then the ez4G simply sits in the Charging Cradle while charging.

2. Optional Charging Cradle insert. This insert is to be used when you have no Tuff Case on your ez4G. If you have a Tuff Case on your ez4G this insert is easily removed by sliding up and out.

Micro SD Card Installation
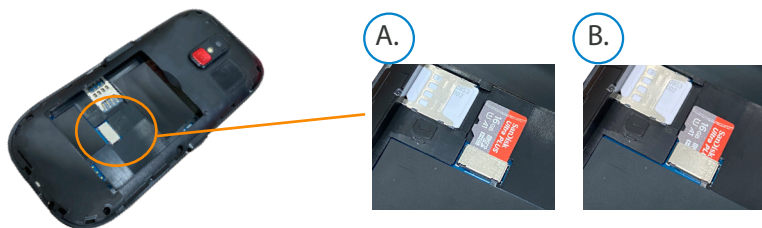
1. Position SD Card by following the visual diagram next to the SD Tray with LOGO side up.

2. Slide SD Card into place following the arrow until fully inserted.

Note: Micro SD Card can be used to expand storage.

Basic Operations

▶ Powering On or Off

Powering On: Press and hold the red PWR button for 3-5 seconds. Release the button when the screen animation begins and phone plays its start-up chime.

Powering Off: Press and hold the red PWR button for 3-5 seconds. Power off option screen will appear asking "**Do you want to shut down?**", select **OK.** Shut-down chime will sound and the screen animation will begin.

Note: If you have enabled **Lock** in the Settings menu, you will need to unlock when power-on before you can use the phone. There are three types of Lock setting options.

▶ Setting Up Voicemail

After the phone has powered on and has connected with the carrier, press and hold the 1 button on the phone's keypad until it begins to call your Voicemail Box. When the call connects, simply follow the spoken instructions. You may choose to have (or not to have) a password.

Note: If you do not set up voicemail, you may not be able to receive incoming calls. Refer to your carrier for more information.

▶ **Mouse**

The ez4G mouse is used to select and interact with items on the screen. The mouse is controlled by the Navigation Pad. To turn the mouse on or off hold down the * key on the Key Pad. The mouse only works in specific applications that benefit from having a mouse to navigate. Applications Include: Browser, Email, Facebook, SOS, Messaging, Camera, and Camera Gallery.

▶ **Quick Keys**

The **Calculator**, **Camera**, and **Flashlight** buttons are quick access keys that take you directly to those specific applications. Use the Navigation Pad while on the home screen: **Up** opens Messaging, **Down** opens Notifications, **Left** opens Multimedia, **Right** opens Applications.

▶ **Keyboard**

The **NineKeyIme** keyboard is used by the keypad with 5 typing options. More information and directions to change keyboard setting preferences can be found on page 44.

▶ **Calling**

Making a Call: With the phone powered on, while on the Home screen, enter the phone number you wish to call and press the green **Phone** button, or select the **Phone** button to open the application. The Dial-up page is displayed. Enter a phone number and press the green **Phone** button to call.

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You are also able to initiate a call by selecting a phone number from your **Contacts**, **Call History**, or the **Message** applications.

Answering an Incoming Call: When the phone rings and/or vibrates press the green **Phone** button to answer the call. Learn more in the Phone Setting section on page 21.

Ending a Call or Ignoring a Call: Press the red PWR button to end a call at any time. Press the red PWR button before answering to ignore a call. **Note:** Holding down the PWR button will turn the phone completely off.

Call Waiting: While a call is engaged, press the **Answer** or **Ignore** option buttons when the second incoming call is displayed. To swap between lines when call waiting is in use, select **Swap** from the **Options** menu, or press the green **OK/Send** button one time.

3-Way Calling: While a call in engaged, select **Option** then **Add Call**. Then once that call is engaged select **Option** then **Swap**, then **Option** then **Merge**.

Speaker Phone: While a call is engaged, use the **Right Select** key on the keypad to swap between **Speaker** phone mode or **Earphone** mode. Set speakerphone as the default upon answering in the sound settings, page 37.

▶ Keypad Lock/Unlock and Screen Lock/Unlock

The Keypad can be locked or unlocked using the Keypad Lock/Unlock Switch. The screen can be locked or unlocked by holding down the * key with the lock icon, this setting can be changed, enabled, or disabled learn more in Security & Location on page 43.

▶ **Contacts**

Add a Contact: On the Contacts page select the **Option** button then **Create new contact**. Enter the name and number, when finished select **Option** then **Save**.

Select the **Contacts** app through the menu or on the home screen. The Contacts app allows you to view the list of phone contacts, related details within your contact, make a call, send a message to a certain contact, and share a contact.

Contact Import/Export: On the Contacts page, select the **Option** button then **Settings**, and choose **Import** or **Export** then select a mode for importing or exporting.

Contact List: On the Contacts page, select any of the contact info. Details about the contact is displayed. This allows you to quickly edit contact, make a call, or send a message to the contact.

▶ **Messaging**

Within the Menu you'll find the Messaging application used to create and send an SMS (Short Messaging Service/Text) or MMS (Multimedia Messaging Service/ Photo/Video/Emoji/Website link).

New Message: Select the **Options** button then **New message**. The new message page is displayed. Enter the contact name or phone number of the desired contact into the Recipient bar. The phone will automatically search among the list of contacts for that recipient. Then press OK on that contact

to select. You can also select the contact from the list of contacts or groups.

Input Method: Use the text editing zone to write your message. Use the # key to switch between typing styles for the NineKeyIme Keyboard. Learn more about typing styles on page 44.

Send: After a message is complete, select **Option** then **Send**.

Note: View all messaging settings on page 23.

▶ Volume Control

The side **Volume +/-** control can be used to increase or decrease **Ringer Volume**, outside of a call, or **Call Volume**, while on a connected phone call. To increase or decrease **Media volume**, or **Alarm volume** do so under the **Settings** app then **Sound**. Holding down the low volume control button while on the home screen will switch your phone into **Selent or Do Not Disturb Mode** simply increase the volume to turn this mode off. View all sound settings on page 37.

▶ Main Menu Style

You can change how you view your main menu to either **Scroll** each menu option one-by-one for a larger and easier to see view or to view menu by **Grid** style to view 4 menu options on 4 pages. View all Display settings on page 39.

Applications and Features

Menu Icons

Contacts	Call History	Messaging
Camera	Multimedia	Browser
Tools	Applications	Settings

▶ **Call History**

Within the Menu you'll find Call History. You can view **ALL** Call History or **MISSED** Call History by going left or right on the Navigation Pad then scrolling up or down to view older listings. When you find a listing you want to interact with scroll to that listing until it is highlighted, then select **Option**. Under option the functions **Call**, **Create new contact**, **Add to a contact**, **Send a message**, **Block number**, **Call details**, and **Delete** will all engage with the listing you have highlighted.

Clear Call History: This will delete all calls from your history.
To do so select **Clear call history** under **Options** then select **OK**.

Settings: You can find this under **Options**. There are four different Settings that can be adjusted for Call History:

- **General**
  - ° **Phone Ringtone:** There are five ringtone options available, or a music track can be used from your device.
  - ° **Also Vibrate for Calls:** Enable or disable. Vibrates with ring for incoming call.
  - ° **Vibrate when Connected:** Enable or disable. Vibrates when a call has been connected between both lines.
  - ° **Dial Pad Tones:** Enable or disable. Tones play when pressing keys.
  - ° **Dial Number Voice:** Enable or disable. The key pad numbers are spoken in English or Spanish, determined by language setting.
  - ° **Incoming Call:** Enable or disable. Incoming call numbers are spoken prior to ringtone.

- **Calls**
  - ° **Fixed Dialing Numbers:** This can be used to restrict or disable who can and can not be called from you device. You can enable FDN, set a PIN for access, and manage the FDN phone number list here. By adding numbers here you are restricting the device to only be able to call these numbers. **Note:** Incoming and emergency calls are not affected by this option, so 911 is always reachable. This setting depends on your service provider.
  - ° **WiFi Calling:** WiFi calling can be enabled or disabled here. If enabled you can set calling preference to either **WiFi preferred** or **Mobile preferred**. WiFi preferred simply means if WiFi calling is available your device will use that over Mobile preferred if Mobile preferred is all that's available that is what will be used.
  - ° **Call Forwarding:** Used to forward calls to another number. Enable or disable **Always forward**, **When busy**, or **When unanswered**. **Note:** This setting depends on your service provider and may need to be enabled by them.
  - ° **Call Barring:** Enable or disable calls from connecting for, **All outgoing calls**, **International outgoing calls**, **International outgoing calls except to home PLMN**, **All incoming calls**, or I**ncoming calls while roaming**. Also choose to **Cancel all**, or **Change barring password**.
    Note: This setting depends on your service provider and may need to be enabled by them.
  - ° **Additional Settings:** Set Caller ID to **Show number** or **Hide number** to hide or show your number in outgoing calls. Enable or disable **Call waiting** notification of an incoming call during a call. 22

▶ Call History (Continued)

- **Call Blocking:** You won't receive calls or texts from blocked numbers. Add or remove phone numbers to your Call Blocking list here.

- **Voicemail:**
  - ° **Notifications:** Enable or disable notifications regarding voicemail. Set **Importance** of voicemail notifications to: **Urgent** - make sound and pop on screen, **High** - Make sound, **Medium** - no sound, **Low** - No sound or visual interruption. **Sound** changes the default notification sound that is played. Enable or disable **Vibrate** for notifications. **Override Do Not Disturb** lets these notifications continue to interrupt when **Do Not Disturb** is set to **Priority Only**.
  - ° **Visual Voicemail**: **Enable** or **Disable**
  - ° **Advanced:** Here you will find **Service** which shows your voicemail is provided by **Your carrier**. **Setup** shows your **Voicemail number**, this number should only be edited with direct instruction by your carrier in the event you're switching carriers or modifying the phone in some way.
    Note: You may lose access to your voicemail if you edit this number.

▶ Messaging

Within the Menu you'll find Messaging. Here you'll be able to see all of your SMS (Text) or MMS (Multimedia) **Conversations**. Using the Navigation Pad you can scroll up or down to select a message thread. Within a message thread you will see your individual **Conversation history**.

Selecting **Option** gives you the choices of:

New Message: Create a new message thread with a new contact or cellular number.

Search: To search through your messages.

Delete All Threads: This will delete all messages in the messaging app.

Delete Thread: This will delete the message you have highlighted.

Cell Broadcasts: This shows emergency alert history in your area. You can change **Alert** settings using the **Settings** menu option.

WAP PUSH Messages: Shows any WAP PUSH messages you've received.

Voice Messages: Show any Voice messages you have received.

Settings: There are five different Settings that can be adjusted for Call History:

- **SMS Enabled:** Here you can change your default SMS app.

- **Text Message (SMS):** Enable or disable **Request delivery report** for each message you send. **Manage SIM card messages** stored on your SIM Card. **Edit quick text** allows you to customize all the preprogrammed quick text statements or add your own additional ones. **SMS Service Center** is responsible for handling SMS operations of a wireless network. The SMSC address is pre-set in the SIM card and you will not need to edit this number unless working with your service provider and they instruct you to do so. **Note:** You may lose access to SMS messaging if you edit this number. **SMS storage location** lets you change between storing SMS messages on your Phone or SIM Card. 24

▶ **Messaging (Continued)**

- **Multimedia Message (MMS):** Enable or disable **Group messaging** which allows you to use MMS to send a single message when there are multiple recipients. Enable or disable **Request delivery report** which allows you to request a delivery report for each message you send. Enable or disable **Request read report** which allows a read report for each message you send. Enable or disable **Send read report** if requested by the MMS sender. Enable or disable **Auto-retrieve** which allows for automatic retrieval of messages. Enable or disable **Roaming auto-retrieve** which allows for automatic retrieval of messages while in roaming. **Size Limit** lets you switch between **100K**, **200k**, or **300K**.

- **Notifications:** Enable or disable **Message notifications. Mute** notifications off or for **1 hour**, **4 hours**, or **8 hours**. **Sound** lets you change the sound tone played when receiving a text message or set to **None** to disable. Enable or disable **Vibrate** when a notification is received. Enable or disable **Popup notification** which shows popup for push notifications.

- **General: Message font size** allows you to change between **Follow system font size**, **Small, Medium**, **Large**, and **Extra large**. Enable or disable **Delete old messages** as size limits are reached, if enabled you can set **Text message limit** of number of messages to save and **Multimedia message limit** of number of messages to save. View **Cell broadcast settings** which is used to receive emergency alerts and notifications that go out to multiple phone users in a defined area. You can add a channel or view channel list.

Note: Changing any of the Cell broadcast settings may result in loss of this functionality.

When selected on an individual **Conversation** or when you create a **New message** under Options you can **type** text messages or select **Option** which allows for more customization such as:

- **Add to Contacts**: This prompts you to be able to add the message recipient to your contacts.

- **Select Message**: This lets you select a message. Then enable the mouse to share or delete the message.

- **Call**: This will let you call the contact in the select message.

- **Send:** This will send out your text message.

- **Insert Quick Text** options of: "**Where are you?**", "**What are you doing?**", "**Call back! Please!**", "**Sorry, I have a meeting.**", "**Call you soon.**", "**Don't worry! I'm fine.**", "**On my way home.**", "**Arrive soon.**", and "**Be there or be square!**"

- **Insert Contact:** This will share a selected contact from your phone into the message thread.

- **Attachments:** Which allows for an attachment to be added.

- **Discard**: This will discard the message or new message thread you have created.

▶ Camera

You can access the Camera application with the camera quick key on the keypad or within the Menu then Camera Application. You can capture an image by selecting the **OK** button. By toggling left or right from the Navigation Pad you can control your **Zoom** level. By toggling up or down from the navigation pad you can control the **Exposure**. You can view your most recent photo in the circle in the lower left hand corner. You can also select the circle photo using the mouse to go directly to your Gallery.

Selecting **Option** gives you the choices of:

- **Camera switcher:** Switch between **Front** camera (selfie camera) or **Back** camera (exterior forward camera).

- **Camera mode switcher:** Camera mode switcher switches you from **Video** or **Camera** and takes you directly back to your camera to use the mode you've chosen.

- **Gallery:** This takes you your photo Gallery to view your pictures.

- **Scene mode:** Gives you options of scene scenarios to better predict the exposure, color, and ISO for your environment. Options are **Off**, **Night**, **Sunset**, **Party, Portrait**, **Landscape**, **Night portrait**, **Theatre**, **Beach**, **Snow**, **Steady photo**, **Fireworks**, **Sports**, and **Candle light**.
  Note: When you set a Scene mode you can not customize the ISO if you turn off Scene mode you can customize ISO.

- **Self timer:** Set your self timer to **Off, 2 seconds,** or **10 seconds.**

- **Picture size:** Change your picture pixel/file size from **2M(4:3)1600x1200**, **1M(4:3)1024x768**, or **VGA640x480**.

- **ZSD:** Enable or disable Zero Shutter Delay which synchronizes the shutter with capture in order for shutter to fire as soon as **Capture** button is selected.

- **White balance:** Gives you options to set your White balance to better predict different lighting settings for your environment. Options are **Auto**, **Incandescent**, **Daylight**, **Fluorescent**, **Cloudy**, **Twilight**, **Shade**, and **Warm fluorescent**.

- **FLASH:** Turn **Flash off**, **flash on**, or **flash auto**. **Note:** FLASH options are only available when you are using the Back camera.

- **ISO:** Change your ISO level. ISO is the sensitivity to light of your camera lens. A low numbered ISO will be less sensitive and a higher level will be more sensitive. Options are **Auto**, **100**, **200**, **400**, **800**, or **1600**. **Note:** If you have a Scene mode activate you will not see ISO options available to edit.

- **Anti flicker:** This setting can be set to: **Auto, Off, 50Hz, or 60Hz**. Anti Flicker helps to prevent flickering in the photograph when shooting in florescent lighting or taking pictures of a screen.

▶ **Multimedia**

Within the Menu you'll find Multimedia. The Multimedia application holds all the different media files on your device.

Pictures: These are pictures from your device sorted into different Albums. You can select **Option** to **Delete** full albums, navigate through albums using Navigation Pad, select images, **Delete**, **Rotate**, and **Set wallpaper**.

Videos: These are Videos from your device sorted into different Albums. You can select **Option** to **Delete** full albums or within albums, view video clips, play videos, **Share** videos, **Loop** videos, or change video to **Landscape** view.

Music: This is where you can view **Songs** and music files on your device, playback, and shuffle playback.

FM Radio: This allows you to connect to different FM Radio Stations. You can choose to **Record Stations** and save the file to listen to later, you can access these files under option **Saved recordings**. Selecting **Options** then **Radio Stations** gives you a list of available radio stations to choose from. You can select **Option** then **Refresh** to search again.

▶ **Browser**

Within the Menu you'll find Browser. The Browser application connects you to the Internet. The application by default runs Google, this can be changed in Browser Settings. You can login to your Google account to synchronize bookmarks and search history across your devices.

You can type websites into the top bar to search or go directly to websites. Selecting **Option** gives you the choices of:

- **Refresh:** Will reload the page you are currently on.

- **Stop:** Will stop loading in the middle of current cycle.

- **Home:** Will take you back to the home page. By default this is set to Google.com.

- **Save to Bookmarks:** This allows you so save pages in book mark folders to access later.

- **Close:** Allows you to either close the application completely or minimize to keep your browser page open in the background.

- **Save for Offline Reading:** This option lets you save a web page to be viewed when you have no WiFi or Data available. This will download the web page and add it to your **Saved Pages** section available under **Bookmarks/History**.

- **Share Page:** Lets you share the website URL to a **Message**, **Facebook**, or by Bluetooth®.

- **Find on Page:** Lets you search for specific words, letters, or phrases through the web page.

- **Request Desktop Site:** This can be enabled or disabled and it switches your URLs from the Mobile version to the Desktop version.

- **Bookmarks/History:** Here you can find your search **history**, **websit**e **history**, **bookmarks**, and **Saved Offline Pages**.

▶ **Browser (Continued)**

When selecting **Option** and then **Settings** you are able to customize, edit, and utilize six different settings options:

- **General: Set homepage default** to **current page**, **blank page**, **default page**, **most visited sites**, or **other**. Other allows you to type in a specific URL.

- **Privacy & Security:** Allows you to **Clear cache** which is locally cached content and databases. **Clear history** which is the browser navigation history. Enabled or disabled **Show security warnings** if theres a problem with a site's security. Enable or disable **Accept cookies** which allow sites to save and read cookie data. **Clear all cookie data** which clears all browser cookies. **Enable location** on or off which allows sites to request access to your location. **Clear location access** for all websites. **Remember passwords** enabled or disabled with saves usernames and passwords for websites.

- **Accessibility:** Here you can adjust the Text size by **Text scaling**. You can also adjust the **Minimum font size**.

- **Advanced: Set search engine** lets you change your default browser. You can choose between **Start**, **Yahoo!**, **Google**, or **Bing**. Enable or Disable **Open in background** which opens new tabs behind current tabs, **JavaScript**, **Allow Multiple tabs per app**, and **Website settings**. There are also **Page content** settings that can be enabled or disabled they are **Open pages in overview**, **Auto-fit pages** to the screen, and **Block Pop-Ups**.

- **Bandwidth Management:** Enable or disable **Web page preloading** which allows browser to preload linked web pages in the background, and **Load images** which displays images on web pages.

- **Laboratories:** Enable or disable **Quick controls** which allows you to slide your thumb from the left or right edge to open quick controls and hide app and URL bars, and **Fullscreen**, which is uses to hide the status bar.

▶ **Tools**

Within the Menu you'll find Tools. Tools holds six tool applications:

1. **Calculator:** You can also access the Calculator application with the Calculator quick key on the keypad. The Key pad is used to enter numbers and the Navigation Pad quick keys are: **Up**: addition(+), **Down**: subtraction(-), **Left**: multiplication(x), **Right**: devision(÷), and **OK**: equals(=). **Option** allows you to view **History**.

2. **Alarm:** Enable and disable alarms. **Option** to:

   - **Add Alarm:** Turn on or off alarms, set Time, set Repeat, set Alarm sound ringer, set Vibrate, Label, or delete alarm.

   - **Delete Alarm:** Use Navigation Pad to highlight alarm you'd like to interact with then select **Option** then **Delete alarm**, this will permanently delete the selected alarm.

   - **Settings** lets you adjust:
     - **Silence after:** Set time to, **1 - 25 minutes** (increments of 5) or **never**.
     - **Snooze length:** Set to **1 - 30 minutes**.
     - **Alarm volume**: Enable or disable.
     - **Gradually increase volume:** Enable or disable.
     - **Volume buttons:** Can be set to either **Control volume**, **snooze**, or **dismiss** when an alarm is active.

3. **Calendar:** The calendar can be used to view dates and events. Selecting **Option** you'll find a quick access to:

33 • **Today:** This takes you directly to today's date in the calendar.

- **New Event:** Create a new event. **Name event**, **set State date**, **Start Time**, **Description**, and **Repetition**.

- **View Event:** Lets you view all events between two specific dates.

- **Clear Events:** This will clear synced event calendars.

- **Settings**. **General settings** lets you adjust:
  Calendar view settings:
    ○ **Hide Declined Events:** Enabled or disable.
    ○ **Show Week Number:** Enable or disable.
    ○ **Week Starts On:** Set which day your calendar week starts on choose **Local default**, **Saturday**, **Sunday**, or **Monday**.
    ○ **Use Home Time Zone:** Enable or disable display calendars and event times in your home time zone when traveling. When enabled you can set your **Home time zone** preference.

  Reminder settings:
    ○ **Notifications:** Enable or disable.
    ○ **Chooser ringtone:** Choose your ring tone for Calendar Notifications.
    ○ **Vibrate:** Enable or disable vibrate for calendar notifications.
    ○ **Default reminder time:** Set your default reminder time from **minutes**, **hours**, **days**, or **weeks**.
    ○ **Quick responses:** Edit the default responses when emailing guests of an event. Preprogrammed responses are: "**Be there in about 10 minutes.**", "**Go ahead and start without me.**", "**Running just a couple of minutes late.**", "**Sorry, I can't make it. We'll have to reschedule.**"

▶ Tools (Continued)

4. **Timer:** Use the timer to time by **hours**, **minutes**, and/or **seconds**. Using the Keypad enter in time amount. Press **OK** to start time, **OK** again to pause. Selecting **Option** you can **Reset** your timer or access **Settings**:

   • **Timer sound:** Set a device sound for your timer. By default the **Timer Expired** sound is set.

   • **Gradually increase volume:** Set the amount of time you'd like the volume to gradually increase: **off**, **5 - 60 seconds** (increments of 5).

   • **Timer vibrate:** Enable or disable.

5. **Stopwatch:** Use **OK** button to **Start** and **Pause** timer. **Option** to **Reset** timer.

6. **Wold Clock:** Your clock will be listed on the top. You can add more clocks by selecting **Edit** then scrolling and marking the check box next to clocks you'd like to pin to the main page.

▶ Applications

Within the menu you'll find Applications. Here all your phone applications are available.

Weather: This will open the browser to weather.com and search your current location.

Email: First email will need to be set up. To do so, enter in your full email address. Now, select what type of email account you're using **Personal (IMAP)** or **Personal (POP3)** this is something you may have to set up in your email settings on another device prior to this. You can find more information about (IMAP) and (POP3) by searching your email service. You will then see **Auto filled in Server**, and **Port**. Depending on your email server you may or may not need to edit these. Set your **Security type**. Set your preference on **Deleting emails** from server when they are deleted in inbox. Then select **Next** and **Login**. Now you can access your emails.

FM Radio: This allows you to connect to different FM Radio Stations. You can choose to **Record Stations** and save the file to listen to later, you can access these files under option **Saved recordings**. Selecting **Options** then **Radio Stations** gives you a list of available radio stations to choose from. You can select **Option** then **Refresh** to search again.

Facebook: Here you can **Login** or **Create an account**. Once logged in you will have access to your Facebook.

SOS: Here you'll find the SOS settings. Please refer to SOS features section on page 47 for all the settings and features for the SOS system.

File Manager: On first open you'll be prompted, **"Allow File Manger to access Photos, Media, and Files on your device?"** Deny or Allow. If you select **Allow** you can then view your Internal shared storage or any SD Card storage you may have available. Use **Option** to **Search**, **Show hidden files**, and **Sort**.

▶ **Settings**

Within the menu you'll find Settings. Here you can view and customize all of the following device settings:

Sound: Adjust **Media Volume, Alarm Volume, and Ring Volume.** Enable or disable **Also Vibrate for calls.**

- **Speakerphone Default:** This option allows you to enable or disable speakerphone as the default upon calling or answering. With this enabled or disabled, still easily switch between speakerphone mode or earpiece mode using the right select key during your connected call.

- **Do Not Disturb Preferences:** This mode can silence notifications, alerts, phone calls, and text messages when Do Not Disturb Mode is activated. Activate this mode by holding down the low volume control button while on the home screen, to turn mode off simply increase the volume.
  - ° **Priority only allows:** Settings for when Do Not Disturb is in Priority only mode. Enable or Disable **reminders**, and **Events**. **Messages** can be set to **From anyone**, **From contacts only**, **From starred contacts only**, or **None**. **Calls** can be set to **From anyone**, **From contacts only**, **From starred contacts only**, or **None**. **Repeat callers**

can be enabled or disabled, this setting is if the same person calls a second time within a 15 minute period the call will not be silenced.

- º **Block visual disturbances:** Enable or disable **Block when screen is on** to prevent notifications silenced by Do Not Disturb from peeking or popping on screen. Enable or disable **Block when screen is off** to prevent notifications silenced by Do Not Disturb from turning on the screen.

- **Phone ringtone:** Here you can choose your phones ringtone from one of the preprogrammed options or you can **Add ringtone** from audio files on your device or SD card.

- **Advanced:**
  - º **Defaults notification sound:** Set your default notification sound ring tone here.
  - º **Default alarm sound:** Set your default alarm sound ring tone here.
  - º **Dial Pad tones:** Enable or disable dial pad tones.
  - º **Dial number voice:** Enable or disable dial number speaking.
  - º **Incoming call:** Enable or disable incoming call number speaking.
  - º **Charging sounds:** Enable or disable sounds when fully charged.
  - º **Emergency alerts:** View **Emergency alert history** and enable or disable **Amber alerts**, **Extreme threat alerts**, and **Severe threats alerts**. Set **Alert preferences** to enable or disable **Vibrate** and set **Alert reminder sound** to **Once**, **Every 2 minutes**, **Every 15 minutes**, or **Off**.
  - º **Sound enhancement:** Enable or disable BesLoudness volume for boosting the speaker.

▶ **Settings (Continued)**

Display: These settings are going to control how the screen view looks.

- **Brightness level:** Using the slide bar increase or decrease the percentage of brightness displayed by your Main Screen.

- **Main menu style:** This setting controls the view of your application menu style. Switch between **Grid menu**, which shows four of your application icons smaller but on four screens, or **Scroll menu**, which shows each application icon larger on its own screen. You will still use the navigation pad to scroll between applications.

- **Wallpaper:** Set wallpaper for **Home screen**, **Lock screen**, and/or **Home screen and lock screen** (same image).
  Go into **My photos**, then select the menu in the top left corner, choose from **Images**, **Recent**, **Downloads**, **SD card, Gallery**, or **Pictures**. Once you've chosen an image, select it and select **Set wallpaper** at the top here you can choose where to set the wallpaper to.

- **Sleep:** When your phone screen turns off after inactive use to conserve battery life. Set your phone's sleep settings to **15 seconds - 30 minutes**.

- **Display size:** Make the items on your screen **smaller** or **larger**.
  Note: Some apps on your screen may change position.

Network & Internet:

- **WiFi:** Disable or enable WiFi, if enabled choose a network to connect.

- **Mobile Network:**
    - ° **Data Roaming:** Enable or disable to connect to data/internet services when roaming.
    - ° **Preferred network type:** Change preferred network type to **4G**, **3G**, or **2G**. Snapfōn® recommends leaving this at 4G because it is the fastest, and most reliable with the best coverage and connection.
    - ° **Enhanced 4G LTE Mode:** Enable or disable use of Enhanced 4G LTE, also known has VoLTE, services to improve voice and other communications. **Note**: Turning this off could affect Network Connection.
    - ° **Access Point Names:** These are the settings between your carrier and the public Internet. **Note:** Changing these settings may cause your phone to no longer connect properly.
    - ° **Network operators:** This shows what available data network you are connected to. You should be connected automatically but some carriers may need you to choose. **Note**: Changing these settings may affect your network connection.

- **Data usage:** Here you can view your data usage and set data usage warnings when you've hit a specified limit you'll receive a notification.

- **Hotspot & tethering:** Use hotspot and tethering to provide data/internet to other devices through your mobile data connection. Apps can also create a hotspot to share content with nearby devices.
    - ° **USB tethering:** Enable or disable share your phones Internet connection via USB.
    - ° **Bluetooth® tethering:** Enable or disable share phone's Internet connection via Bluetooth®.

▶ **Settings (Continued)**

- ° **WiFi hotspot:** Enable or disable WiFi hotspot. Set basic settings to **Keep WiFi hotspot on** and time limits if applicable**.** Set up your WiFi hotspot network name, security, and password. View connected users, and blocked users.

- **VPN:** If you've connected a virtual private network you can view that here. Select **Option Add VPN** profile to add.

- **Airplane mode:** Enable or disable **Airplane mode** here.

Connected Devices: Here you can **View**, **Enable**, or **Disable** all your connected devices.

- **Bluetooth**®**:** Enable or disable Bluetooth®. View received files sent over Bluetooth®, paired devices, and reconnect with previously paired.
    - ° **Pair new devices:** Turn on Bluetooth®, go to **Pair new Devices**, **View available devices near**, and selecting it. **Note:** depending on the device you are pairing you may need to consult that devices manual for instructions on it's Bluetooth® pairing process.

- **USB:** Connect USB cord to a computer. Then select **Charge this device**, **Transfer files, Transfer Photos(PTP),** or **Use device as MIDI.**

Battery: Here you can view information about your battery and charging. View if the battery is currently charging or not. View **Last Full Charge**, and your **Screen usage since last full charge**. If you select the battery icon you can see an advanced battery usage chart.

41 • **Standby intelligent power saving:** Enable or disable, this setting will

turn off unnecessary functions running in the background when your phone is locked to help conserve battery life.

- **Battery saver:** Enable or disable, **Turn on automatically** and set to **Never**, at **5% battery**, or at **15% battery**. This setting helps improve battery life. Battery saver reduces your device's performance and limits vibration, location services, and most background data.
  Note: With this enabled Email, Messaging, and other apps that rely on syncing may not update unless you open them.

- **Battery percentage:** Enable or disable **Show battery percentage in status bar**.

- **Low Battery Notification:** Enable or disable the **Low power prompt** which appears at **20%**, **10%**, **5%**, and **1%**.

Apps & Notifications: View your recently opened apps here. View all apps plus view and edit in app settings. Set and edit each app permission settings.

- **Notifications:** Set each app notification preferences.
  - **On the lock screen:** Set to either **Show all notification content** or **Don't show notification at all**.
  - **Default notification sound:** Set your ring tone for app notifications.

Storage: View your Device Storage usage here. If you have an SD card/ Portable storage you can view that storage here as well. You can break out your storage by each category of applications and see what amount of space each are taking up or using.

▶ Settings (Continued)

Security & Location: Here you can set your device security and privacy.

- **Screen lock:** Set the screen lock to **None** or **Key** which unlocks the screen by holding down the * key on the keypad.

- **Location:** Enable or disable location which helps to get information based on devices location.
    - ○ **Mode:** Set mode to **High accuracy** which uses GPS, WiFi, Bluetooth®, or mobile networks to determine location, **Battery Saving** which uses WiFi, Bluetooth®, or mobile networks to determine location, or **Device only** which uses GPS and device sensors to determine location.
    - ○ **App-level permissions:** Here you can enable or disable permissions to use location by each specific app on your device.
    - ○ **Scanning:** Enable or disable **WiFi scanning** which improves location by allowing system apps and services to detect WiFi networks at any time. Enable or disable **Bluetooth® scanning** which improves location by allowing system apps and services to detect Bluetooth® devices at any time.
    - ○ **Recent location requests:** View a list of all the most recent applications and services who have requested your location.
    - ○ **Show Passwords**: Enable or disable show passwords. This, when enabled, displayed characters briefly as you type in passwords.

Users & Accounts: Here you can add accounts to sync with such as your **Facebook, Personal (IMAP)** email, or **Personal (POP3)** email address. Enable or disable **Automatically sync data** to let apps refresh data automatically.

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System: Here is where to set major settings used throughout the system of your device.

- **Languages & input: Language preferences** will set the language used throughout your device. Choose either Spanish or English.
  Note: This includes text, Speaking Keypad, SOS text message alerts, and Fall Detection start warning.
  Virtual keyboard:
  - The **NineKeyIME** uses the physical numerical keys on the button pad to type. You can change the input Language used here. When using this keyboard the # key will switch between typing styles:
    R9: typing style is used to make it easier to enter text by predicting words formed from only single keypresses for each letter,
    123: typing style let you use just the numbers on the keypad and not the letters,
    abc: typing style uses lower case letters and press each key until you get to the letter or number you'd like to use,
    Abc: is not a typing style but works with abc to force a capitalization, then reverts back to abc.
  Input assistance:
  - **Spell checker:** Enable or disable spell checker. Set **languages** and set **Default spell checker** application.
  - **Autofill service:** Choose autofill services here.
  - **Personal dictionary:** Add words to your personal dictionary to help auto fill and spell check better determine what word you're using.
  - **Pointer speed:** This increases or decreases the sensitivity of your pointer/mouse on the screen.

▶ **Settings (Continued)**

- **Data & time:** Set **Automatic date and time** to **Use network-provided time, Use GPS-proivded time**, or **off**. Enable or disable **Automatic time zone** to use network-provided time zone. If you choose to set date and time yourself you can do that here as well. Also, enable or disable **Use 24-hour format** (Military Time) here.

- **Reset Options:**
  - ° **Reset WiFi, mobile & Bluetooth®:** This will reset all network settings including WiFi, Mobile data, and Bluetooth®. **Note:** This will not delete any applications or personal data but it will erase saved WiFi passwords and saves Bluetooth® devices.
  - ° **Reset app presences:** This will reset all preferences for Disabled apps, disable app notifications, default applications for actions, background data restrictions for apps, and any permission restrictions. **Note:** This will bring any custom application settings to default.
  - ° **Erase all data (factory reset):** This will erase all data from your phone's Internal storage, including your google account, system and app data, settings, downloaded apps, music, photos, contacts, messages and other user data. **Note:** This is a full system reset meaning your device will be reset to factory settings and you will lose any internal storage and custom settings on this device. A Pin Code is required and must be used by Snapfon®. Contact Snapfon® directly for further information on Factory Reset.

- **About Phone:**
  - º **Updater:** Here is where to update your device. Select **Check for Updates**. If an update is available select **Download**. Once download is complete select **Install Now. Note:** You may need to restart your device after install to complete update.
  - º **Status:** View Battery status, battery level, SIM status, IMEI information, IP address, WiFi MAC address, Bluetooth® address, Serial number, and Up time.
  - º **Legal information:** View Third-party licenses, and system WebView licenses.
  - º **Model:** View the name of your device model.
  - º **Android Version:** View the version of the Android operating system.
  - º **Android security patch level:** View the latest security patch your device has been updated with.
  - º **Baseband version:** View your baseband version.
  - º **Kernel version:** View your kernel version.
  - º **Build number:** View your Snapfon® Software / Android build number, or Snapfon® Software / Android version.

SOS Features

▶ SOS Emergency Button

The SOS button located on the back of your ez4G is capable of emitting a loud siren, sending text messages to as many as five preprogrammed contacts, and dialing those same contacts until it reaches either an answer or a voicemail. While in the SOS call sequence the ez4G will be in speaker phone mode for calls.

Note: If you signed up for sosPlus Mobile Monitoring Service®, the SOS button will be preprogrammed with the sosPlus® phone numbers in the 1st & 2nd contact positions. **It is critical that you do not modify or delete these contact numbers**.

▶ SOS Siren

The Siren, when engaged, sounds when the SOS Button is pressed for 3-5 seconds and is intended to alert those around you that you need help. The siren plays for only a few moments prior to calling and texting SOS contacts sequentially. The SOS Siren can be Enabled or Disabled in the SOS application. **Switch On Siren** or **Switch Off Siren** is also available in the SOS app. to alert those nearby without activating SOS sequence.

▶ SOS Application

The SOS application can be found within the **Menu**, **Applications,** then **SOS**. When accessing these settings you will first be prompted with a warning stating, "**WARNING Changing these settings could disable you SOS system. CONTINUE?**" Select **Yes** or **No** to continue or exit.

▶ SOS Settings

Within the SOS application, the **SOS settings** feature allows you to update **Contacts** and your SOS Emergency **Text Message**.

▶ SOS Contacts

Within the SOS settings you'll see five available contact positions. If you click **OK** on the contact you can simply add a phone number. If you select the contact icon using the mouse you will be taken to you Contacts application to choose from your contact list.

Important: If you have sosPlus Mobile Monitoring Service®, leave sosPlus® in the 1st & 2nd positions and **NEVER** delete them from your contact list. You may select any other three (3) contacts from your contact list for positions 3, 4, and 5. If you do not have sosPlus Mobile Monitoring Service®, we encourage you to set 911 for position 1.

▶ SOS Message

The SOS text message sent out during an emergency is preprogrammed to state, "**Help me. I'm having an emergency and have activated my phone's SOS Alert button.**" This message will be sent to all of your preprogrammed contacts. You can edit the contents of your message here within the SOS settings.

▶ **SOS Help**

Within the SOS application, the **SOS Help** feature allows you to push through an SMS help text to all of your preprogrammed SOS contacts or to Send SMS to Contact 1 of your preprogrammed contacts without activating SOS sequence.

▶ **SOS Enabled** or **SOS Disabled**

Choose to Enable or Disable the SOS application. When enabled the SOS application is ready for use and all preprogrammed setting will function. When disabled pressing the SOS button will not initiate SOS sequence and no SOS features will function. To disable use **Pin Code: 1324**

▶ **Fall Detection**

Fall detection works by activating the SOS button when the device falls from an approximate minimum of 4 in. A verbal warning will alert, "**Fall detected. Press SOS firmly for 3 seconds to stop SOS sequence. SOS sequence will begin momentarily.**" This alert will sound three times before activating SOS sequence. Disable SOS sequence by holding the SOS button firmly until stop.

You can enable or disable Fall detection by switching between **Fall Detection Off** or **Fall Detection On**.

Note: When using fall detection we recommend wearing your ez4G on a Snapfōn® Lanyard or a Snapfōn® Belt Holster.

sosPlus⊕
Mobile Monitoring Service

▶ **sosPlus Mobile Monitoring Service®**

sosPlus® enrollment required for sosPlus Mobile Monitoring Service®.
When you sign up for Snapfōn®'s sosPlus Mobile Monitoring Service® you will
have an added layer of security in an emergency situation.

The SOS button, when connected to sosPlus®, will connect 24/7 to our
sosPlus® Response Agents. This instant response system ensures that your
emergency call never goes unanswered.

The sosPlus® Response Agents assist in dispatching 911 Emergency Services,
will conference in family and friends as needed, and will stay on the line with
you until your situation is fully resolved. sosPlus® Agents also have access to
your provided medical information and emergency contacts through your
Snapfōn® User Account. Add sosPlus® to your account at any time through
your Snapfōn® User Account or by calling Snapfōn® Customer Service.

▶ **sosPlus® Account Information**

You can access your sosPlus® information though your Snapfōn® User
Account on the Snapfōn® website.

Important: Prior to using your device or when you first sign up for sosPlus®
you must fill out each sosPlus® information section.

Note: Always keep this information up to date.

The following are the sosPlus® information sections available to you:

- **Allergies:** Whether shellfish or peanuts, antibiotics or other medications, the more our agents know, the better they can inform emergency responders.

- **Medications:** List all medications, including OTC or custom compounded pharmaceuticals. The medications you take can significantly influence your course of treatment.

- **Medical Conditions:** List all of your medical conditions, such as diabetes, heart conditions, multiple sclerosis, etc.

- **Emergency Contacts:** List your family, friends, or neighbors you'd like to be informed in case of an emergency situation.

- **Your Doctor:** List any and all of your medical physicians and their contact information.

- **Past Surgical History:** Depending on the nature and time-frame of the surgery, this may be important for emergency responders and doctors to know.

- **Home-Bound:** Let us know if you are home-bound. Meaning you are unable to leave your home without difficulty and generally do not leave your home.

- **Non-Responsive:** Set up a plan in the case of an emergency with what to do if you are non-responsive.

Snapfōn Policies

IMPORTANT SAFETY INFORMATION
READ ALL INSTRUCTIONS BEFORE USING SNAPFŌN® EZ4G™ DEVICE

WARNING: When using an electrical device, basic safety precautions should always be followed to reduce risk of fire, electric shock, or personal injury:

1. Do not cover slots or openings on the device. This may cause overheating.
2. Never force or push any objects through slots in the device.
3. Do not disassemble device. Do not attempt to repair device yourself. If device is malfunctioning or having operational problems contact Snapfōn® support.
4. Use the specific battery and charger made by Snapfōn® or a supported model with device.
5. Dropping, crushing, burning, puncturing, or submerging/contact with liquid occurs the device and/or battery may become damaged or unusable.
6. Do not use damaged charging devices, headphones, Bluetooth® units, or other accessories with device.
7. When charging device make sure to fully plug connector into device before plugging receiver into electrical wall outlet. Device should be free of objects on the unit while charging and keep device in a well ventilated area during charging.
7. Do not expose device to extreme temperatures such as areas near a hot radiator, stove, or in a hot vehicle.
8. Keep items such as candles, cigarettes, or other heated items off of device.
9. Do not use liquids or aerosol products to clean device.
10. Do not use device with a cracked or broken screen or obvious damage. If service or repair work is required contact Snapfōn® support.
11. Device may interfere with the function of certain medical devices, such as pacemakers, when switched-on. Contact your medical device manufacturer for information specific to your medical device and distance between ez4G™ device.
12. Keep battery away from water or liquids to prevent damage and short circuiting. Do not discard battery in fire. Recycle battery properly and separately from household waste.
13. Do not operate a vehicle while holding or using your device. Follow the local laws and traffic regulations when operating your device.
14. Always power your mobile telephone off while in an airplane. Follow the FCC regulations when operating your device during air travel.
15. Never shine the LED flashlight into a human or animal's eyes (protection class 3).

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Manufacturer's Warranty for Snapfōn® Handset, Battery and Accessories

**The Manufacturer's Warranty is subject to change,
for the most up to date information visit, www.snapfon.com/support/warranty.**

Snapfōn® manufactured devices are warranted against defect, malfunction, and product failure for 90 days from the date of purchase. Snapfōn® accessories are warranted against defect, malfunction, and product failure for 90 days from the date of purchase. The Snapfōn® battery is warranted against defect, malfunction, and product failure for 30 days from the date of purchase. The warranty covers problems or defects that are a result of normal usage. At our option, we will either repair, replace with a new/refurbished unit, or issue a refund. Refunds may be prorated based on use and condition of the returned merchandise.

If a problem develops during the warranty period, please contact us via email or telephone (800) 937-1532 for instructions regarding warranty service. All warranty service must be approved prior to shipment, and a Returned Merchandise Authorization (RMA) number should be present on the package or the shipment may be refused. The Snapfōn® phones should be returned with all the accessories, with clear return shipping instructions that include your address, phone number, and a detailed description of the reason for the return.

Obsolete and/or Discontinued Products: All warranties for any Snapfōn® manufactured product are immediately void after the product is deemed obsolete and/or discontinued. Product obsoletion and/or discontinuation is solely at the discretion of the company and may occur at any time without notice.

This warranty does not apply to damage as a result of shipping, misuse, abuse, neglect, accident, exposure to any type of moisture, or damage from voltage fluctuations as a result of thunderstorms or other events causing power surges. The entire product may not be altered or rebuilt, nor may the housing be opened. This warranty is void if batteries other than Snapfōn® authorized or recommended batteries listed in your Snapfōn® User's Guide have been used. If a problem develops due to a third party battery, or charging adapter please contact the manufacturer of that accessory.

EXCEPT AS PROVIDED HEREIN THERE ARE NO OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS

FOR A PARTICULAR PURPOSE. FURTHER, THERE SHALL BE NO LIABILITY TO PURCHASER FOR SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOST PROFITS, RESULTING FROM ANY BREACH OF WARRANTY.

30-Day No-Risk Device Guarantee

If you purchase a Snapfōn® product and are not satisfied, you may return it within the first 30 days.

1. For products purchased directly from Snapfōn®, simply contact us directly at (800) 937-1532 to request a Return Authorization within the first 30 days. For products purchased from any other source, please contact the vendor through which the product was purchased.
2. The product must be returned within 30 days of purchase, in "as new" condition, with 100% of all shipping, packing, parts, accessories, manuals, etc. in order to receive a refund.
3. Shipping and Rush Processing charges will not be refunded.
4. Cellular Service fees are not refundable. "Cellular Service" includes minutes, texts, data, ezProtection charges, sosPlus® Mobile Monitoring charges, and any additional related taxes and fees.
5. SIM Kits sold on www.snapfon.com are non-refundable.
6. Refunds may take 4-6 weeks to process. We do not accept returns after thirty (30) days.

Service Plan Requirement
This device is sold locked to the Snapfōn® network. A Snapfōn® network service plan is required for this device to operate.

OPTIONAL SERVICES
Additional services are available including our sosPlus Mobile Monitoring Service®, and ezProtection Extended Warranty Plan. The visit our website for the full list of additional services and their terms and conditions. www.snapfon.com/support/terms-and-conditions

All terms and conditions are subject to change without notice, visit www.snapfon.com/support/terms-and-conditions for the most up-to-date version.

Support

For assistance contact our U.S. Based Customer Service Representatives :

Online: snapfon.com/support

Email: customerservice@snapfon.com

Phone: 800-937-1532

snapfōn®

customerservice@snapfon.com

800-937-1532

snapfon.com/support