



the cellphone for seniors

## Model ez**TWO**3G

### Owner's Manual

#### Tech Data:

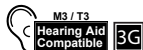
GSM 850/900/1800/1900 MHz

WCDMA (3G GSM) 850/1900 MHz

Battery: Li-Ion 3.7V / 1000mAh

Dimensions: 118.5 x 57.5 x 15.3mm

Weight: 90g



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## Included in the Box



# Safety Precautions

1. When using this unit, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.
2. Read and understand all instructions.
3. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this unit near water such as bathtub, shower or pool. Immersion of this unit in water could cause an electrical shock.
5. Place the unit securely on a stable surface. Serious damage and/or injury may result if the unit falls.
6. Do not cover slots and openings on the unit. They are provided for ventilation and protection against overheating.
7. Install the unit in a place where it cannot be walked on.
8. Never push any objects through slots in this unit. This may result in the risk of fire or electric shock. Never spill any liquid on the unit.
9. To reduce the risk of electric shock, do not disassemble this unit. Contact Snapfön® if service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock during subsequent use.

- 10.** Do not expose the unit to extreme temperatures such as areas near a hot radiator or stove or in a hot car.
- 11.** Do not place lighted objects such as candles or cigarettes on the unit.
- 12.** Do not use this unit to report a gas leak in the vicinity of the leak.
- 13.** Power off mobile telephone in hospitals or near medical devices. There should be a minimum distance between switched-on phone and a pacemaker.
- 14.** Do not operate a vehicle while holding or using your mobile telephone. Follow the local laws and traffic rules of the area you are in.
- 15.** Always power your mobile telephone off while in an airplane.
- 16.** Do not use near gas stations or other explosive materials.
- 17.** Never shine the LED flashlight into a human's or animal's eyes (protection class 3).

**WARNING:** To prevent the risk of fire or electric shock, do not expose this unit to rain or any type of moisture.

# Getting Started

Thanks for buying the Snapfōn® ezTWO! Please read this manual thoroughly before use. This section is intended for Snapfōn® customers who purchased their handset with a Snapfōn® service plan. If you purchased a handset without service, additional steps may be required.

## Powering the phone On or Off

Press and hold the red PWR button for 3-5 seconds. Release the button when the phone plays its start-up or power-off chime, and the screen animation begins.

## 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.

**Please note:** *if you do not set up voicemail, you may not be able to receive incoming calls. Do not skip this step!*



## Making a Call

With the phone powered on, while on the Home screen, enter the 10-digit phone number of the person you wish to call and press the green Send button.

## Answering an Incoming Call

When the phone rings and/or vibrates, press either the green Send/Answer button, or the Option Left button to answer the call.

## Ending a Call or Ignoring a Call

Press the red PWR button to end a call at any time. **Note:** do not hold down the PWR button or you will turn the phone completely off.

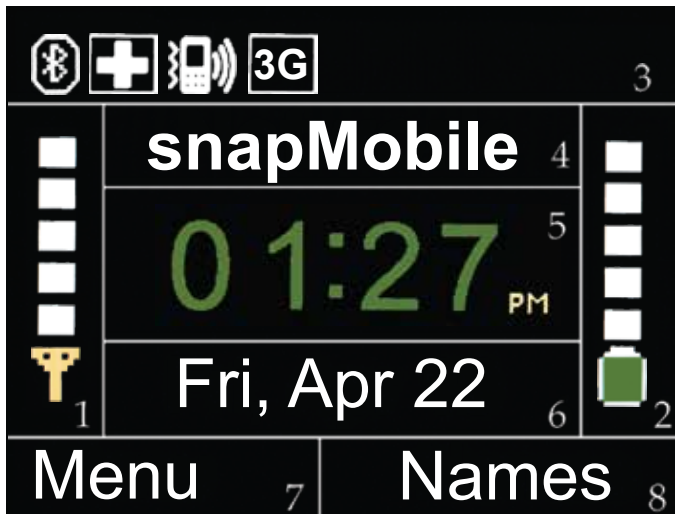
## Call Waiting

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.

## Adding Contacts

From the Home screen, press the Option Right button for Names. Highlight the “Add contact” line with the Navigation button and press Option Left to Select, then enter the contact’s name & number. Or manage contacts online with our ezContacts Service.














# The Snapfōn® Home Screen



## Field Definitions

- |                             |                 |
|-----------------------------|-----------------|
| 1. Signal Status Indicator  | 5. Time         |
| 2. Battery Charge Indicator | 6. Date         |
| 3. Icons                    | 7. Option Left  |
| 4. Cellular Service Type    | 8. Option Right |

# Icons

	<b>SOS Button Enabled</b>
	<b>Ring Only</b>
	<b>Vibrate &amp; Ring</b>
	<b>Vibrate Only</b>
	<b>Alarm Set</b>
	<b>Missed Call</b>
	<b>You have Voicemail(s)</b>
	<b>Bluetooth</b>
	<b>You have SMS Text Message(s)</b>
	<b>Hands-Free Headset</b>
	<b>Keypad Lock Engaged</b>
	<b>Silent Mode Engaged</b>
	<b>Operating in 3G</b>

# External Features

## High-Intensity LED Flashlight

Switch up: ON

Switch down: OFF

## Keypad Lock

Slide this switch to the down position to lock the keypad and prevent unintentional dialing. Slide it back up to unlock and use as normal. Calls can still be answered when the keypad is locked.

## Camera Launch / Shutter Button

Press this button for 3-5 seconds to launch the camera. Once the camera is open, press this button to take a picture.

See page 26 for a full list of functions and features.

## Volume (+/-) Button

This button adjusts the phone's ringer, in-call, and hands-free volume.

**Ringer Volume** may be adjusted any time a call is not engaged by pressing the Volume (+/-) button as desired.

**In-Call and Hands-free Volumes** can be adjusted *only* when a call is connected.

## **Lanyard Connection**

For use with an optional lanyard.

## **Headphone Port**

Plug in a qualified Snapfōn® or Nokia 3.5mm headset to use your Snapfōn® ezTWO hands-free headset.

## **Power Port**

The Snapfōn® ezTWO uses a mini-USB connection to charge the phone with your wall charger, car charger, or your computer's USB port.

## **Keypad**

The keypad will be used for dialing phone numbers, entering text for contacts and SMS text messages, controlling many of the phone's features, progressing through menus, making calls and terminating them.

# Diagram of External Features

Lanyard Connection & Flashlight



Camera  
Launch



Flashlight  
On/Off



Camera & SOS Button



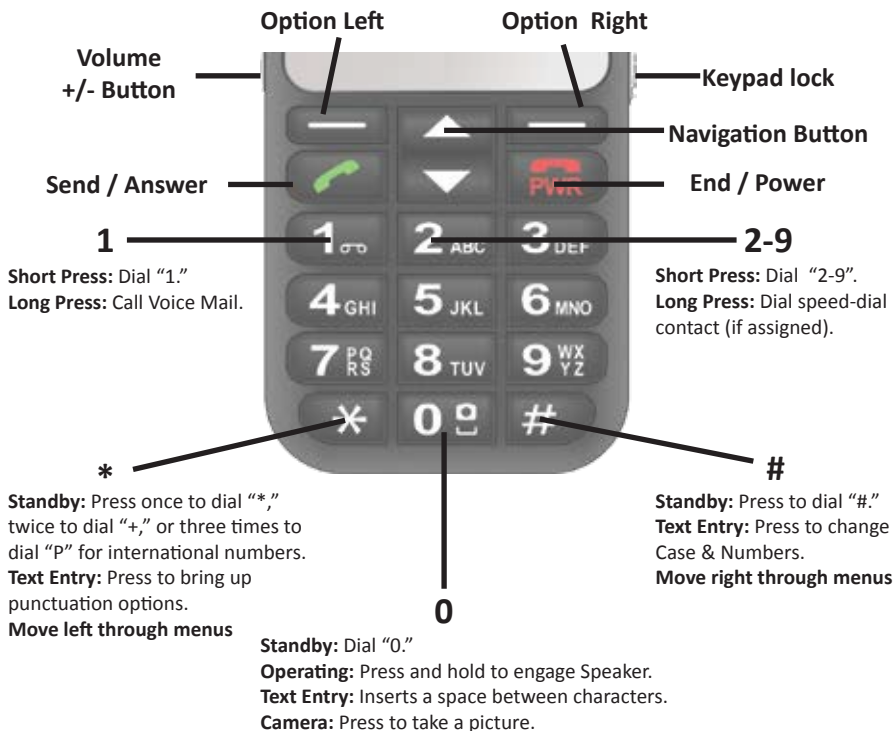
Volume  
Up/Down










Keypad Lock  
On/Off

USB Port & Headset Port

# Keypad Diagram



# Key Functions

Button	Icon	Function(s)
<b>Option</b> Left / Right		Selects command displayed in the bottom left and bottom right corners of the screen.
<b>Send / Answer (Green)</b>		<b>Incoming Call:</b> Press once to answer call. <b>Outbound Call:</b> Press once after entering a 7 or 10-digit phone number to place a call. <b>Standby Mode (Home Screen):</b> Press once to see All Calls.
<b>End / Power (Red)</b>		<b>Phone Off:</b> Press for 3-5 seconds to turn phone on. <b>Phone On:</b> Press and hold for 3-5 seconds to turn phone off. <b>Operating:</b> Press once to End Call. <b>From Any Menu Screen:</b> Press once to return to Home Screen.
<b>Volume (+/-) Button</b>		<b>Operating(In-call):</b> Press to adjust speaker volume in handheld and hands-free mode. <b>Standby Mode (Home Screen):</b> Adjusts ringer volume.
<b>Navigation</b>		<b>Any Menu or List:</b> Move Up/Down.
<b>1</b>		<b>Short Press:</b> Dial "1." <b>Long Press:</b> Call Voice Mail.
<b>2-9</b>	<b>2-9</b>	<b>Short Press:</b> Dial numbers 2-9. <b>Long Press:</b> Dial speed-dial contact (if assigned).
<b>0</b>		<b>Standby Mode (Home Screen):</b> Dial "0." <b>Operating:</b> Press and hold to engage Speaker. <b>Text Entry:</b> Inserts a space between characters. <b>Camera:</b> Press to take a picture.
<b>#</b>	<b>#</b>	<b>Standby Mode (Home Screen):</b> Press to dial "#." <b>Text Entry:</b> Press to change Case & Numbers. <b>Any Menu or List:</b> Moves side to side
<b>*</b>	<b>*</b>	<b>Standby Mode (Home Screen):</b> Press once to dial "+," twice to dial "+," or three times to dial "P" (for international numbers). <b>Text Entry:</b> Press to bring up punctuation options. <b>Any Menu or List:</b> Moves side to side



# The Menu

## Phonebook

The Phonebook allows you to store up to 250 contacts to your SIM card. Contacts may be added manually with the “Add new contact” feature, or remotely from your snapfon.com account with our ezContact service.

## To Add a Contact

From the Home Screen:

- Press the Option Right button under Names,
- Press the Navigation button Up once to highlight “Add contact,” then press the Option Left button to “Add.”
- Type in the Contact’s name.
- Press the Navigation button Down one time.
- Enter the Contact’s 10-digit phone number.
- Press Option Left “Options” and then press it 2 more times to confirm the save.

## To Call a Saved Contact

From the Home Screen:

- Press the Option Right button under Names.

- Press the Navigation button Up or Down to locate the Contact and highlight them with the white bar, or type the first letter of the contact's name that you are searching for.
- When the Contact name is highlighted press the green Send button once to dial.

## To Edit a Saved Contact

From the Home Screen:

- Press the Option Right button under Names.
- Press the Navigation button Up or Down to locate the Contact and highlight them with the white bar.
- Once highlighted, press the Option Left button for Options.
- Press the Navigation button down twice to Edit and press the Option Left button again.
- Edit the name and number as needed.
- Press Option Left for Options.
- Select whether to Save or Cancel.
- If Saving, press Option Left again to confirm the Save.

## Options for Saved Contacts

1. **Call** – Allows you to call the contact.
2. **View** – Allows you to see the name and phone number of the contact.

- 3. **Edit** – Allows you to edit the name and/or phone number of the contact.
- 4. **Send text** – Allows you to write and send a text message.
- 5. **Delete** – Deletes the Contact.

## To Delete All Phonebook Contacts

From the Home Screen:

- Press the Option Left button for Menu.
- Press the Navigation button Up four times to Settings and press the Option Left button for OK.
- Press the Navigation button Down once to Phone Settings and press the Option Left button for OK.
- Press the Navigation button Down twice and press the Option Left button for OK.
- Press the Navigation button Down twice to Delete All and press the Option Left button for OK.
- Select whether to Delete from SIM or Phone and press the Option Left button for OK.
- Answer Yes or No. ***Warning: This cannot be undone!***

## Messaging

The Messaging menu allows you to read and write SMS text Messages, but does not support MMS (picture) messaging.

**Please note:** you can send SMS messages to other cell phones, but not to traditional landlines.

To Open the Inbox or any folder below, highlight the folder name using the Navigation Button and press Option Left for OK.

To View a message in any folder, highlight the message and press Option Left twice.

Once in a message, you have the options to View, Reply, Call the Sender, Forward the message, Delete the message, or Delete All messages.

## To Write a Message

From the Home Screen:

- Press the Option Left button for Menu.
- Press the Navigation button Down once to Messaging and press the Option Left button again for OK.
- Press Option Left to Write a Message.
- Type your message using the keypad (ex. – for “A” press the number 2 once, for “B” press the number 2 twice, etc). Use the # button to change between upper and lower case and numbers before typing the letter you want.

- When finished writing, press the Option Left button twice and choose whether to send to a contact in your Phonebook or to enter a new number.
- Press the Option Left button two more times until the message sends. While the message is sending, you may cancel it by pressing the Option Right button.

## **Inbox**

The Inbox contains all the messages that have been sent to you. *For each folder, the number in () beside the Inbox, Drafts, etc. is the number of messages in that folder.*

## **Draft**

The Draft folder contains all the text messages you have written but have not sent.

## **Outbox**

The Outbox stores any messages you have attempted to send, but which did not actually successfully transmit. The typical reason a message would not successfully transmit is if you attempted to send it in an area with insufficient or no cellular signal.

To re-send a message in your outbox, highlight the message and select “Resend” from the options menu.

## **Sent**

The Sent folder contains all of the messages you have sent to other people.

## **Delete Messages**

Delete Messages allows you to delete the contents of the Inbox, Drafts, Sent, or Outbox folders independently or All Messages. The All Messages option will completely delete the contents of all of the message boxes. There is no way to undo this option.

## **Call History**

The Call History menu stores a record of all Missed, Dialed, and Received calls. Viewing any call list, you will have the option to return the call, see greater detail about the call, send the caller a SMS text message, add the caller to your Phonebook, or delete the call from the call record.

## **Missed Calls**

The Missed Call listing displays any calls that were not answered, with the newest call at the top. As each line is highlighted with the white bar, the time the call was missed will be displayed in a light blue bubble. To call the number back, either hit the green Send

button, or view all of your options by pressing the Option Left button.

## **Dialed Calls**

Dialed Calls will display any calls you have made, with the most recent at the top. Like the Missed Call list, you may redial one of these numbers by highlighting it and pressing the Send button, or you may see all of your options by pressing the Left Option button.

## **Received Calls**

Received Calls will display any calls made to, and answered by, your phone number, with the most recent at the top. Like the Missed and Dialed Call lists, you may redial one of these numbers by highlighting it and pressing the Send button, or you may see all of your options by pressing the Option Left button.

## **Delete Call Logs**

Delete Call Logs allows you to delete Dialed, Missed, Received, or All calls. Simply highlight which you want and press the Option Left button.

## **All Call Logs**

You may also access a view of All Calls by pressing the green Send button from the Home Screen. Callers may be called directly from this screen, and call details may be viewed as well.



# Photos

## The Photo Album

The Photo Album displays thumbnails of the photos you have taken or imported to your phone.

To access the Photo Album from the Home Screen:

- Press the Option Left button for Menu,
- Press the Navigation button down three times to Photos and press the Option Left button for OK.
- Press the Option Left button for OK again for Photo Album.

Use the Navigation button to scroll up and down through your photos in thumbnail view.

To view pictures in full screen, press the Option Left button for Options on any picture and select View. This will open the picture to full size. Using the Navigation Button, you may continue to scroll through your pictures.

You may also Rename or Delete the picture, or Delete all to delete all photos stored in your camera (**note – this can NOT be undone**).

# The Camera

The Snapfōn® ezTWO camera includes a number of useful features. The following is a list of buttons and their associated functions. Launch the Camera by pressing the side Camera button for 3-5 seconds.

## Camera Key Functions

Button	Function(s)
<b>Navigation Button</b>	Scrolls up and down through menus.
<b>Camera Button or 0 Button</b>	Takes a picture.
<b>End / Power (Red)</b>	Exits the camera.
<b>#</b>	Zooms IN in main camera. Scroll Left in Menus.
<b>*</b>	Zooms Out in main camera. Scroll Right in Menus.

# Settings

## Tone Settings

The Tone Settings menu allows you to set the ring tone, alert type, and volume for incoming calls, voicemails, and incoming SMS text messages. It also allows you to turn the speaking keypad feature On/Off, and adjust its volume.

## Phone Settings

The Phone Settings menu allows you to set the time & date, language, and SIM card information.

### Time and Date

To set the time & date, enter the 4 digit time using the number buttons. Move to the AM/PM field using the down arrow on the navigation button and set it with the **# or \*** button. Use the down arrow button to navigate to the date field and enter the 2 digit month, 2 digit day, and 4 digit year using the numeric keypad. When done, press the left option button and the changes will be saved.

**Note** – *When you insert an active SIM into the phone, and have powered the phone on, the Time & Date should automatically appear once connected to the Network.*

## Language

The Snapfōn® ezTWO supports both English and Spanish languages. To change to Spanish rather than the default English, highlight and enter the language option, then highlight the language you prefer to use and press the left option button to save your selection.

## SIM Card

The SIM card menu shows:

- Memory Status – how many contacts are saved to your SIM card or directly to the phone,
- Copy Contacts – from SIM to phone or from phone to SIM
- Delete All Contacts - from SIM or phone (**cannot be undone**).

## Time Display Color

The Snapfōn® ezTWO automatically displays the time in green, but may be changed to display in white, if you prefer.

## Speed Dial

Speed dial is a convenient way to call contacts from your phonebook by pressing a single button. The speed dial menu will allow you to select up to 8 of your contacts to assign to the speed dial contact list or to disable Speed Dial. Contacts must be loaded into the Phonebook before assignment, or may be managed online with our optional ezContacts service. To dial a Speed Dial contact from the Home Screen, press and hold the number until dialing begins.

## Bluetooth

The Snapfön® ezTWO includes Bluetooth technology to allow you to connect to other Bluetooth devices, such as a hands-free headset. The Bluetooth menu is designed to be as easy to navigate as possible. When pairing with a new device, always follow the other device's pairing instructions precisely

- **On/Off** – Bluetooth may be turned on or off. Must be On to use.
- **Discoverable** – This option may be turned off or on to allow your phone to be easily detected by other Bluetooth devices, such as your car or computer. In some states, use of a hands-free device is required while operating a vehicle.
- **Paired Devices** – This will list any devices the phone is currently paired to.
- **Search for Devices** – This will allow you to search for Bluetooth devices with which to pair.
- **Phone Name** – Displays your phone's name and allows you to edit it. The factory programmed name is "Snapfon ezTWO."
- **Advanced** – The advanced menu allows you to set:
  - Audio Path** – Allows you to either forward audio to a Bluetooth device or leave the audio in your phone.
  - Storage** – This should always be set to Phone.
  - My Address** – Displays the phone's address should you need it to manually pair the phone to another device.

## **SMS & VM Number**

This menu option is to be used only in the event that your VM or SMS number must be changed due to a network or other error. In this case, please contact Snapfōn® or your service provider for assistance.

## **Low Battery Warning System**

The Low Battery warning system is designed to notify up to 5 of your contacts that your phone's battery is low. The alert may be turned off if you don't want to use it, and you may customize the message sent by the phone. Low Battery Contacts may be managed remotely using our optional ezContacts service.

## **Restore Factory Settings**

Restoring your phone's factory settings will take the phone back to its original state and eliminate all of your customized settings. You will need your phone's password to do this (0000).

## **Carrier Info**

Carrier Info will allow you to see either your service provider's name on the Home Screen above the time, or a customized name or phone number.

**Automatic On** – Displays the Carrier name.

**Automatic Off** – Displays your Custom entry.

**Custom** – Enter up to 12 characters. Example - enter “Mom,” “Dad,” or the phone’s phone number.

## To Display a Custom Name

1. Select “Automatic Off”
2. Enter your Custom name or number
3. Return to the Home screen and enter the code: **##423##**

## Secured Calling

The Snapfōn® ezTWO allows users to limit the phone’s ability to make calls only to contacts that are in the Phonebook.

By enabling Secured Calling, users may answer any incoming calls and receive any text messages, but they can only reply to them if those calls or texts are contacts entered in the Phonebook.

*All SOS, Speed Dial, and Low Battery contacts that are added by the ezContacts system can be used while the Secured Calling feature is on, even though they are not in the PhoneBook.*

## To Enable Secured Calling

From the Home Screen:

- Press the Option Left button for Menu.

- Press the Navigation Button Up four times to Settings and press the Option Left button for OK.
- Press the Navigation Button Up one time to Secured Calling and press the Option Left button for OK.
- Highlight the On option by pressing the Navigation Button and press the Option Left button for OK.
- Enter the passcode 1357 and press the Option left button.

*To disable Secured Calling, follow the same steps, but select Off and use the same passcode. If you have further questions, please contact Snapfōn Customer Service.*




## SOS Settings

The SOS Button is the feature that sets Snapfōn® apart from every other senior phone on the market. This button is capable of emitting a loud siren, sending text messages to as many as 5 contacts from your phonebook, and dialing the same contacts until it reaches either an answer or a voicemail box – all at the press of a button. When someone does answer your emergency call, the Snapfōn® immediately becomes a speakerphone. This section will tell you how to get the most out of the SOS Button.

**Note** – If you subscribe to ezContacts, your SOS Button's contacts may be managed remotely from your snapfon.com account page.

*If you ordered a Premium Plan with sosPlus Mobile Monitoring Service™, the SOS Button will be pre-programmed with the sosPlus™ phone numbers in the 1st & 2nd positions. It is critical that you do not modify or delete sosPlus™ from your SOS Button's 1st or 2nd positions*

## Button Status

The button status option allows a user to completely turn their SOS button off, or back on. The button's current status will be displayed in a light blue bubble when highlighted with the white bar. When the SOS Button is on, you will see the  icon at the top left of the Home Screen.

***Please be aware that if the SOS Button is turned off, it will NOT work if pressed. Also, the SOS Button will not work if the phone is powered off.***

## 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. If you prefer, you may disengage the siren by selecting the Siren menu option and selecting off. Disengaging the siren will not affect any of the SOS Button's other features.

The siren's current status will be displayed in a light blue bubble when highlighted with the white bar.

## SOS Contacts

The SOS Contacts feature allows you to select up to five (5) contacts from your Phonebook to alert in the event of an emergency.

**Important** - If you have sosPlus Mobile Monitoring Service™, leave sosPlus™ in the 1st & 2nd positions and **NEVER** delete them from your Phonebook. You may select any other three (3) contacts from your Phonebook for positions 3, 4, and 5.

If you do not have sosPlus Mobile Monitoring Service™, we encourage you to select 911 for position 1.

## SOS Message

The SOS Message option allows you to customize the SMS text message that will be sent to your Contacts when the SOS Button is pressed.

The default message pre-programmed into the phone is:

(Line 1) "Emergency, please help!"

(Line 2) <Signal><Format=CID><Code=E101>"

***For sosPlus Mobile Monitoring Service™ subscribers, it is important that you not alter Line 2 of this message!***

# Alarm

The Snapfön® ezTWO includes an alarm which will allow you to set up to 5 different alarm times with their own individual characteristic tones.

## To set an alarm

From the Home Screen:

- Press the Option Left Button for Menu.
- Press the Navigation Button Up twice and press the Option Left button for OK.
- Highlight any of the 5 alarm positions, and press the left option button to Edit.
- Use the # or \* buttons to turn the alarm from off to on.
- Press the down arrow on the navigation button and set the time with the numeric keypad (**use hh:mm format**).
- Press the down arrow again to move to the AM/PM field and use the # or \* buttons to select either AM or PM.
- Press the down arrow again to move to the Repeat selection.
- This allows you to select (using the # or \* buttons) whether the alarm will go off one time (Once), the same time every day (Everyday), or if you would like it to go off on only certain days (Custom).
- If you selected Custom, pressing the down arrow again will take you to the day selector where you can program what days

the alarm should go off. Use the # or \* buttons to progress through the days and the Option Left button to turn the day On or Off.

- Press the down arrow button 2 times and then press the Option Left button to select the alarm tone you would like to use.
- Next, press the Navigation Button Down once to select the Snooze time (1 through 10 minutes).
- Last, press the Navigation Button Down one more time and select whether you would like the alarm to Vibrate & Ring, Ring Only, or Vibrate Only.

When you are done, press the Option Right button once for Done, and the Option Left button to confirm the Save (Yes).

## **Silent Mode**

To engage or disengage Silent Mode from the Home Screen:

- Press the Option Left button to enter the Menu.
- Press the Navigation Button up one time to the Silent Mode icon and press OK.
- Navigate either to On (Silent) or Off (Noisy) and press Select.

## **Installing the BATTERY, SIM Card, & Optional Micro SD**

The Snapfōn® ezTWO is a GSM phone, and requires a SIM card to operate. The SIM card is a small removable chip that stores your contacts and links the handset to your cellular service.

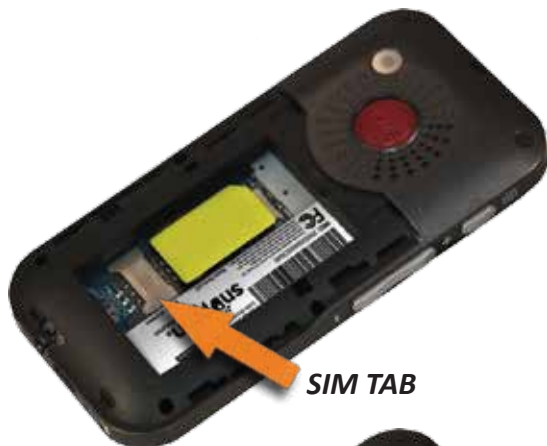
- If you ordered your Snapfōn® with service, the SIM card has already been installed.
- If you intend to use another carrier's service, you will need to install their SIM card.

### **To Install the SIM Card:**

- 1. Remove the back cover of your Snapfōn®. See Figure 3A.**
- 2. Insert Micro SD card. See Figure 3B.**
- 3. Install the SIM card as shown. See Figure 1.**
- 4. Install the Battery as shown. See Figure 2.**
- 5. Replace the back cover.**

Once you have completed these steps, hold down the red End Call/Power Button on the keypad for 3-5 seconds to turn the phone on. Within a few seconds, the phone will recognize the SIM card. You will be able to confirm you have successfully installed an active SIM card if the Signal Status Indicator shows any number of bars, and the name of your service will be displayed above the Time & Date (**see page 10, box 4**).

**Figure 1. SIM Card Installation Diagram**



**A.** Slide SIM Card (gold contact side facing down) under top edge of *SIM TAB* as shown.



**B.** Slide SIM Card (gold contact side facing down) under *SIM TAB* toward bottom of phone until seated.

**Figure 2. Battery Installation Diagram**



**A.** Insert battery - logo side up with gold contacts facing down into the compartment at an angle as shown.



**B.** Press top of battery down until flat into the compartment as shown.



**Figure 3. Removing the Back Cover**



**A. Firmly press down under curved edge Below SOS button and slide down to remove.**



**B. Lift Silver tab up then insert Micro SD card label side up, contacts facing down, then firmly press silver tab down until seated.**

## Warranty to the Original Purchaser

The Snapfōn® ezTWO is warranted against defect, malfunction, or product failure for one year from the date of purchase.

The warranty covers problems or defects resulting from normal usage. Accessories are warranted to be free from malfunction or defects for 90 days. This warranty does not apply to damage done to the phone by shipping, misuse, abuse, neglect, accident, or exposure to any type of moisture. The phone should be disconnected from its charger during thunderstorms, or events that can cause power surges. It is not warranted against damage from voltage fluctuations. The battery is not covered under this warranty, due to its expendable nature. The battery is guaranteed to be functioning at time of purchase only. The phone warranty is void if batteries other than genuine Snapfōn® or Snapfōn® authorized or recommended batteries have been used. If a problem develops due to a third party battery or charging adapter, please contact the manufacturer of that accessory for redress or compensation. If a problem develops during the warranty period, please return your phone to us and we will either repair it, or replace it with a new (or refurbished) unit.

Shipping charges for returning a working phone to you are covered by the warranty. Shipping charges to return your unit to Snapfōn® are not. The product should be returned to Snapfōn® with all of the contents of the original box, with clear return shipping instructions that include your address, phone number, and a detailed description of the reason for the return. All returns must be approved prior to shipment, and an RMA (Returned Merchandise Authorization) number should be present on the package or the shipment maybe refused. Warranty approval and RMA's may be requested via email, or telephone.

## **Repair or Replacement Due To Defect**

Every Snapfōn® ezTWO purchased from Snapfōn® has a one-year warranty for defects in workmanship. If there is a problem during that time, Snapfōn® will assist customers in resolving those issues. Our return policy provides for repair, replacement of merchandise that has been confirmed as defective after a complete inspection and testing process. Terms and conditions may vary based on product and defect.

## **Intended Use**

This mobile telephone is durable and intended for mobile use. It is to be protected from moisture and impacts. Do not expose to prolonged direct sunlight. Improper use may lead to damage of product and could be associated with hazards such as electrical shock or fire. The entire product may not be altered or rebuilt, nor may the housing be opened. The power adapter is designed for use in household wall outlets with public electricity grids of 100-240 VAC – 50/60 Hz.

## **Disposal**

Packaging and packaging aids are recyclable and should be entered into the recycling process. Batteries should be disposed of at local collection centers only. Do not dispose of batteries in your household trash. When the handset is eventually taken out of service, please dispose of it at a local collection center. Do not dispose of it in your household trash.

## **FCC RF Exposure Information & Statement**

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received including interference that may cause undesired operation.

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The SAR limit allowed by the FCC (USA) is 1.6 W/kg averaged over one gram of tissue. The Snapfon EZ TWO-B1 (FCC ID: ZXL-EZTWOB1) has also been tested against this SAR limit. The highest SAR value reported under

this standard during product certification for use at the ear is 0.796W/kg and when properly worn on the body is 0.721W/kg. This device was tested for typical body-worn operations with the back of the handset kept 1 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1cm separation distance between the user's body and the back of the handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided.

NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized changes and modifications to this equipment. Such changes and modifications could void the user's authority to operate the equipment.

## Correspondence & RMAs

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