snapfōn®

ez4G

Quick-Start Guide
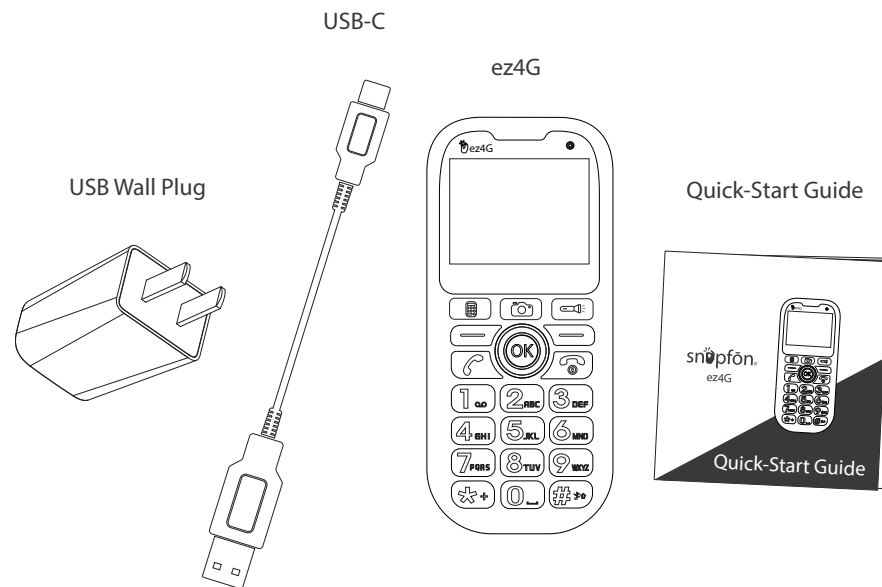
Welcome to snⒶpfōn®

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 Quick-Start Guide is here to help you get started. For more in-depth information about your ez4G, please reference the Snapfōn® ez4G User Manual online at snapfon.com/support.

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.

© 2020 Excellus Communications, LLC *dba* Snapfōn®

What's in the box

USB-C

ez4G

USB Wall Plug

Quick-Start Guide

External Features

Selfie Camera Lens

Camera

Calculator

Left Select

Call

Voicemail

Lock/Unlock

Navigation Pad

Flashlight

Right Select

End/Power

Main Camera Lens

Flash   SOS Button

ez4G

ez4G
by snapfōn

Keypad Lock/Unlock Switch

Volume (+/-)

Headphone Jack

USB-C Charging Port

Charging Doc Connector

2

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 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, 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.

3

Activating your ez4G

If you've purchased your ez4G from Snapfon 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

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.

▶ **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.

Basic Operations

▶ Contacts:

Tap Contacts to open it. The Contacts page offers management functions. It allows you to view the list of contacts and related details, make a call or send an SMS to a certain contact, and share the contact.

Contact import: On the Contacts page, tap the Menu button, and choose Import/Export to select a mode for importing or exporting a contact.

Add a contact: On the lower right of the Contacts page, tap the create new contact button to add a contact to your phone or USIM/SIM. Enter the name and number, and tap Finish. In this way, a contact is created.

Contact list: On the Contacts page, tap any of the contact info. Details about the contact is displayed. This allows you to quickly make a call or send an SMS to the contact.

Search contact: On the Contacts page, tab Search, and enter related information about a certain contact to search it among the list of contacts.

Basic Operations

▶ 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.

Tap the Phone icon to open the application. The Dial-up page is displayed. Enter a phone number and press the green Phone button to make the call.

You are also able to initiate a call by selecting a phone number from you Contacts List, Call History, or the Message page.

Answering an Incoming Call: When the phone rings and/or vibrates open phone, then you can press the green Send/Answer button, swipe up on touch screen, or press Answer on the touch screen to answer the call. You can turn on or off the phone's ability to answer on opening in the Phone Settings section.

Ending a Call or Ignoring a Call: Press the red PWR button to end a call at any time. You can turn on or off the phone's ability to end a call on closing in the Phone Settings.

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.

Basic Operations

▶ Messaging

Select the Message application through the menu or on the home screen to create and send an SMS or MMS.

New Message: Tap the Add icon on the upper right of the Message page. The message creating page is displayed. Enter the name or phone number of the target contact into the Recipient bar. The phone will automatically search among the list of contacts for one that best matches the entered info. (You can also select the contact from the list of contacts or groups.)

Input method: Tap the text editing zone to invoke the keypad. Short press the # key to switch your input method.

Send: After an SMS is complete, tap Send.

Basic Operations

▶ Keypad Lock/Unlock Switch

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.

▶ Navigation Pad

Up, Down, Left, Right, and OK for navigating on screen activity such as direction between menus, options, and screens.

Cursor: When the arrow cursor is activated in select applications you can use the navigation pad's up, down, left, and right to guide the cursor where to go and use the OK button to select items.

SOS Features

The SOS button on your ez4G is located on the back side of your device. When the SOS button is held down for 3 seconds it will initiate sos sequence. The SOS sequence is; siren to alert those near, calling your preprogrammed emergency contact, and sending out emergency SMS text message to your preprogrammed contacts list that says,

"Help me. I'm having an emergency and have activated
my phone's SOS alert button."

This message can be changed in your SOS settings.

sosPlus⊕
Mobile Monitoring Service

Maximize the safety features of your ez4G with sosPlus® Mobile Monitoring Service from Snapfōn®. With sosPlus® the SOS button on your device will contact a 24 hour sosPlus® Mobile Response Agent. Our agents can access your submitted medical information through your Snapfōn® User Account. sosPlus® agents can provide your medical information to first-responders during an emergency. Agents can also contact your approved contact list and stay on the line with you through your situation.

Learn more at snapfon.com/sos-plus/.

SOS Emergency Features:

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

ez4G
by snapfōn

Support

Contact our U.S. based customer service representatives for assistance.

Online: snapfon.com/support

Email: customerservice@snapfon.com

Phone: 800-937-1532

snǒpfōn® + sosPlus®
Mobile Monitoring Service

The Snapfōn® ez4G is part of the Snapfōn® family of products and services.

Find out more about the Snapfōn® Network, Snapfōn® devices, and sosPlus® at

snapfon.com

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).

snapfōn®

customerservice@snapfon.com

800-937-1532

snapfon.com/support