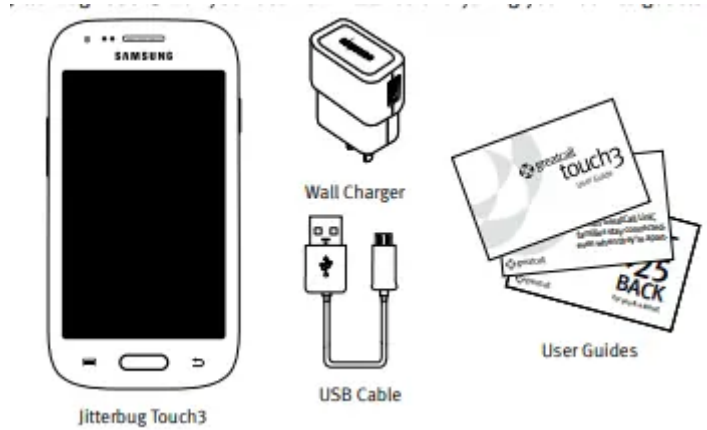


## Getting Started

### Key Items in the Box

The Jitterbug Touch3 box you received includes everything you need to get started:



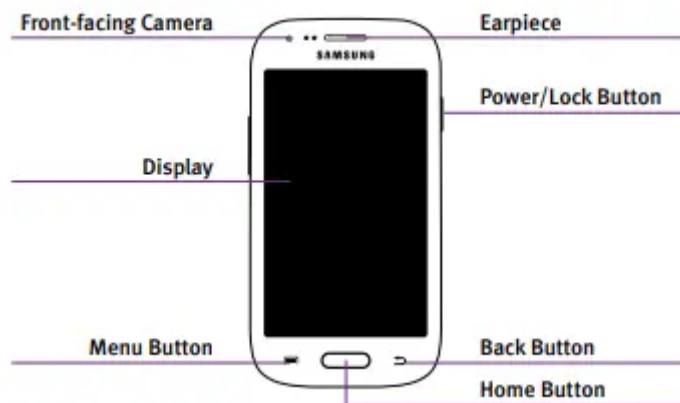
**Jitterbug Touch3** – your easy-to-use smartphone with the Battery pre-installed

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

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

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

### The Front of your Touch3



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

**Earpiece** – lets you hear the caller loud and clear

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

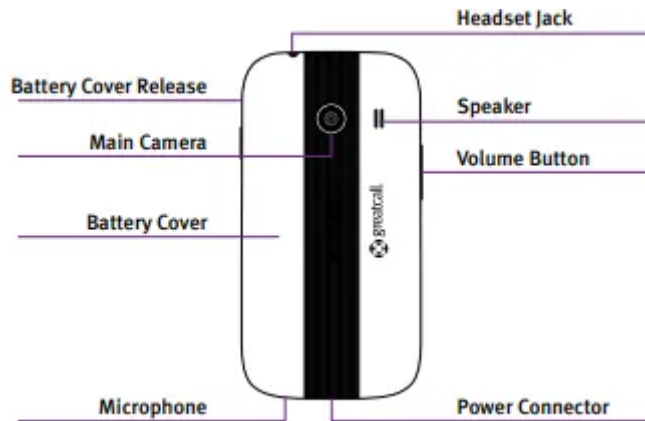
**Display** – shows all the information you need to operate your Touch3

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

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

**Home Button** (○) – takes you back to the Home Screen

### The Back of your Touch3



**Headset Jack** – allows you to connect a Stereo Headset to safely make calls handsfree or listen to music

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

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

**Main Camera** – allows you to take pictures or videos

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

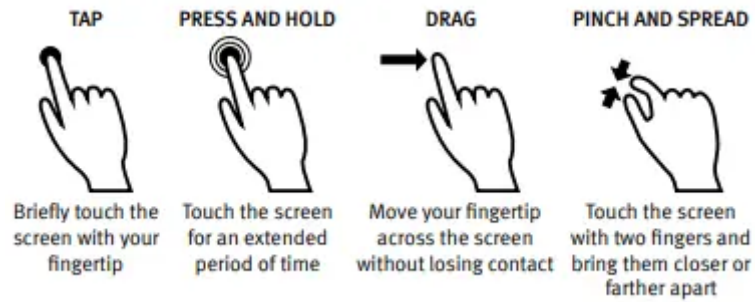
**Battery Cover** – protects the Rechargeable Battery and the back of your Touch3

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

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

### Understanding Touch Gestures

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

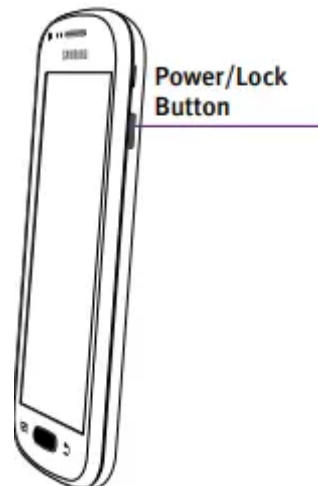


## Turning your Phone On and Off

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

Turning On your Phone

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



Turning Off your Phone

1. PRESS AND HOLD the Power/ Lock Button on the right side of the phone until the "Phone options" screen appears.
2. TAP the Power off (🔌) option on the Display. The phone will ask if you want to proceed.
3. TAP the OK option on the Display.



### Activating your Touch3

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

1. Power on your phone.
2. TAP Next at the “Welcome” screen.
3. TAP the check box next to “I understand and agree to the terms and conditions above” and then TAP Next.



4. IMPORTANT: TAP the “Easy-touse GreatCall” option and then TAP Next.
  5. TAP the option that best describes where the phone was purchased.
- Continue following the on-screen instructions until you have successfully activated your phone.



## Sign into GreatCall

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

1. At the MyGreatCall welcome screen, TAP the Set Up button to continue.



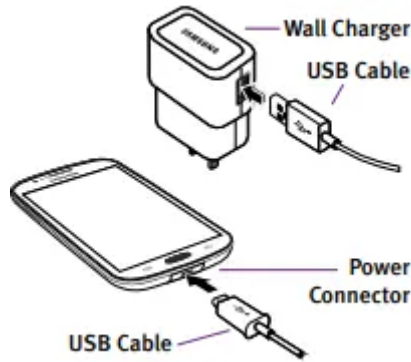
2. We will detect if a MyGreatCall account already exists for your new phone.
  - If one exists, you will just need to enter your password to continue
  - If we can’t find a MyGreatCall account for your phone, you will be asked to enter a valid email address and a password of your choice so that we can create one for you. See ““Section 7: GreatCall Health and Safety Apps” on page 105 for more information on the built-in GreatCall Apps.

## Charging the Battery

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

1. Connect the larger end of the USB Cable to the Wall Charger.
2. Insert the smaller end of the USB Cable into the Power Connector located at the bottom of the phone.

3. Plug the Wall Charger into a standard wall outlet.



### Battery Level Indicator

The battery level is represented as a colored battery icon at the top right of the Display in the Status Bar. You will also find a larger battery level indicator on the Lock Screen (see page 24 for more information).

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

More information about the common icons you may see in the Status Bar can be found in “Status Bar” on page 34.



### GreatCall Customer Service

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

- Send us an email
- Call us toll-free at 1-800-733-6632
- Write to us at GreatCall Customer Service P.O. Box 4428 Carlsbad, CA 92018

# Understanding the Basics

## Navigation Buttons

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

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



## Using the Lock Screen

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

### Lock Screen Features

- Current Time and Date
- Your Phone Number
- Battery Level – displays your current battery charge level
- 5Star Button – get access to help in any unsafe or uncertain situation (see “5Star” on page 106)
- Missed Events – quickly see if you missed any calls or messages
- Unlock Buttons – unlocks your phone



## Unlocking your Phone

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

- At the Lock Screen, TAP 1 , 2 , then 3 in order.



## Locking your Phone

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

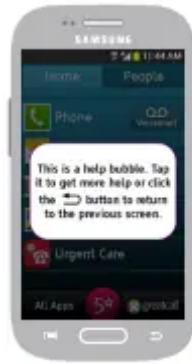
- On any screen, PRESS the Power/Lock Button until the Display turns off.

## Shake for Help

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

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

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



## GreatCall Home Screen

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



The Home Screen is organized with two main tabs—Home and People. It was designed to be simple, so you can easily access Apps and contact People that are the most important to you without having to search through numerous icons.




## Home Tab

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

- **Phone** (📞) – make and receive calls (See “Section 3: Placing and Receiving Calls” on page 57)
- **Voicemail** (📞 Voicemail) – listen to voice messages people have left for you (See “Voicemail” on page 65)
- **Text Messages** (✉️) – send and receive text messages (See “Section 4: Text Messages” on page 81)
- **Camera** (📷) – capture photos or videos (See “The Camera App” on page 88)

- **Photo Album**  – view your favorite photo or video moments (See “Viewing your Photos and Videos” on page 92)
- **Urgent Care**  – get unlimited access to nurses and doctors wherever you go, 24/7 (See “Urgent Care” on page 105)

### Organizing your Home Tab

You can change the order of your Apps under the Home Tab by PRESSING AND HOLDING the App and DRAGGING them up and down the list. To remove any App from the Home Tab, TAP the Menu Button  and TAP “Remove Favorites.” From there you can check any App you would like to remove from the Home Tab and TAP “OK” to confirm.

### People Tab

The People Tab was designed to give you easy access to the contacts that are most important to you. Creating a list of your favorite contacts will make dialing friends or family quick and convenient. For more information on managing your People list see “People Tab” on page 72.

### All Apps Button

The Home Tab holds a list of your favorite Apps. To access your full list of Apps TAP the All Apps Button in the lower left corner of the Home Tab. To add any of these Apps to your Home Tab, PRESS AND HOLD any app until the “Add to Favorites” pop-up appears; TAP “OK” to confirm. For more information about the built-in Apps available on your phone please see “Section 7: GreatCall Health and Safety Apps” on page 105.

### GreatCall Button

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

- **Usage** – view how many minutes, text messages and data megabytes you’ve used and have left, as well as when your next bill date is.
- **Need Help?** – get additional information on how to use your Touch3, or contact our Customer Care Agents for assistance.
- **5Star, Urgent Care and MedCoach** – See “GreatCall Health and Safety Apps” on page 103 for more information.
- **Brain HQ** – a brain training system from Posit Science® to exercise your attention, memory, intelligence and more.
- **Featured Apps** – several featured apps recommended by GreatCall
- **Sign In/Sign Out** – access your built-in GreatCall health and safety Apps.

### 5Star Button

Get access to help in an uncertain or unsafe situation, 24/7. For more information see “5Star” on page 104.

## Status Bar

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



## Notification Area

The Notification Area displays icons associated with important events that occur such as new email messages, missed calls, new voicemails and new text messages.

Common icons you will see here:



The battery is 100% charged



You have a new text message



You have a new voicemail message



You have a new email message

## Status Area

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



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




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



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



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

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

## Notification Panel

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

### Expanding the Notification Panel

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



### Clearing Notifications

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

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

### Quick Settings

At the top of the Notification Panel you will see five Quick Settings buttons that allow you to quickly enable or disable phone functionality. Just TAP the Quick

Settings button you would like to adjust. A green colored button indicates that the Quick Settings functionality is on.

- Sound – allows you to change the ringer and notification sound behavior to Sounds On, Vibrate or Silent.
- Wi-Fi – allows you to turn Wi-Fi on or off. For more information, see “Wi-Fi” on page 112.
- Bluetooth – allows you to turn Bluetooth on or off. For more information, see “Bluetooth” on page 114.



- Screen Rotation – allows you to turn the Screen Rotation feature on or off. With this feature on, the screen will automatically rotate on certain screens depending on how you hold the phone.
- Airplane Mode – allows you to turn all cellular and data connectivity off. When this feature is enabled, you will not be able to make or receive calls, send or receive messages or access the Internet. See “Airplane Mode” on page 116.

### **Closing the Notification Panel**

There are three ways to close the Notification Panel:

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

### **Ringer and Notification Sounds**

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

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

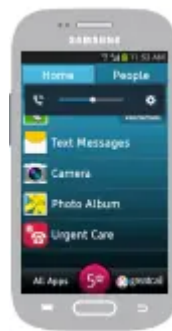
Ringer sounds, on the other hand, are typically longer and will loop until the caller hangs up, the call is directed to your voicemail or the call is answered, similar to a landline phone.

For more information on how to customize your sounds, see “Changing the Sounds” on page 123

### **Adjusting the Ringer Volume**

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

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



### **Adjusting the Screen Brightness**

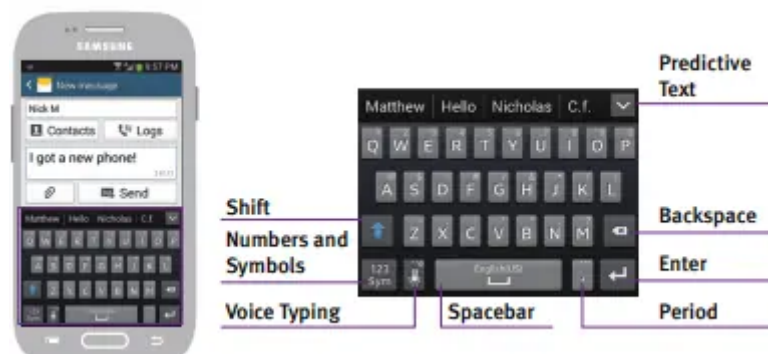
Sometimes you may find the screen too dim or too bright depending on the environment you're in. To adjust the screen brightness:

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

### **Using the On-Screen Keyboard**

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

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







## Landscape Keyboard

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



## Voice Typing

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

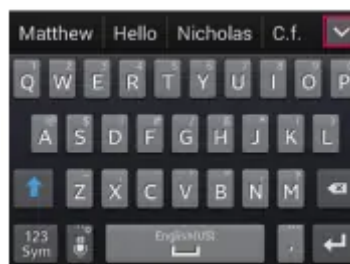
1. TAP  when the On-Screen Keyboard is visible. Your Touch3 will display “Speak Now” and begin listening to your voice.
2. Speak clearly and distinctly into the Microphone. Your spoken words will begin appearing on the screen.
3. TAP  to pause Voice Typing. TAP  again to resume Voice Typing or TAP  to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



### Predictive Text

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

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



### Managing Your Usage

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

All of these great features require a data plan, and GreatCall offers a variety of flexible plans that will fit your needs

## **What is Data?**

Data is electronic information sent between your phone and other devices.

Examples of features that typically require data are:

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

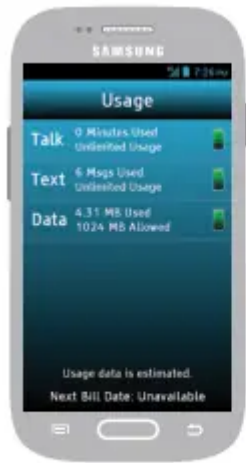
## **Using Wi-Fi to Reduce Your Data Plan Usage**

If your household already has high-speed Internet access and a Wi-Fi network, sometimes called a wireless network, you can connect your Touch3 to your WiFi connection to reduce data usage on your monthly GreatCall data plan. When successfully connected to your Wi-Fi network, all data usage will go through your home's high-speed Internet access instead of the cellular network, and therefore will not affect your GreatCall monthly data plan usage. For more information on how to set up a Wi-Fi connection, see "Wi-Fi" on page 112.

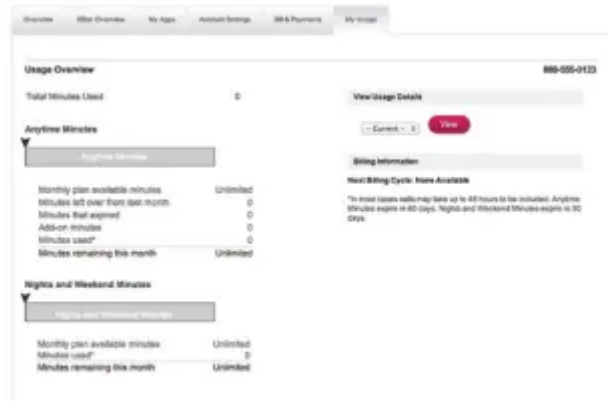
## **Checking your Usage**

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

- Access the Usage App directly on your Touch3 by TAPPING the GreatCall Button at the bottom-right corner of the Home Screen and then TAPPING the Usage App.
- Access the "My Usage" tab online





Usage App on the Touch3





"My Usage" tab at mygreatcall.com

## Placing and Receiving Calls

### Dialing a Number

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


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

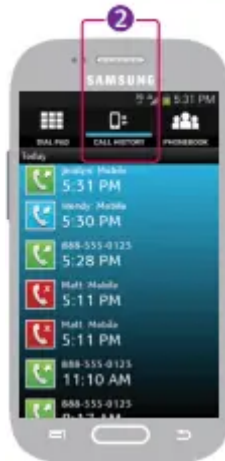


### Redialing a Number



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


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




### Answering or Ignoring a Call

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

#### Answering the Call

- PRESS AND HOLD the Green Phone Button  and DRAG it to the right.

#### Ignoring the Call

- PRESS AND HOLD the Red Phone Button  and DRAG it to the left.
- Alternatively, you can PRESS the Volume Button while the phone is ringing to stop the ringer sound.

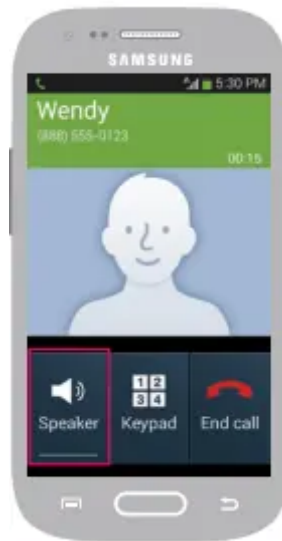


### Speakerphone

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

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

To end the call, TAP the End Call Button.



### **Adjusting the Call Volume**

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



### **Accessing the Keypad during Calls**

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

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







## Voicemail

Your Touch3 smartphone features a visual Voicemail Inbox that allows you to quickly listen to and manage your voice messages directly from the touch screen. To access your Voicemail Inbox, TAP the Voicemail Button  next to Phone  from the Home Tab.

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

### Setting up your Personalized Voicemail Greeting

Your personalized greeting will be heard by anyone who reaches your voicemail when you miss their call. If you do not record a personalized greeting, a standard pre-recorded message will be played. To record a personalized greeting:

1. At the Voicemail Inbox screen, TAP the Menu Button  at the bottom of your Touch3 phone.
2. TAP "Personalized Greeting."
3. TAP the Record Button  to begin recording your personalized greeting. Speak clearly into the Microphone located at the bottom of the Touch3.
4. TAP the Stop Button  to stop recording your personalized greeting.
5. TAP the Play Button  to review your recording.
6. TAP the green "Save" button if you are satisfied with your greeting or the red "Discard" button if you would like to try again.

7. TAP “Return to Voicemail” at the bottom of the screen to go back to your Voicemail Inbox.



### Listening to your Personalized Voicemail Greeting




1. At the Voicemail Inbox screen, TAP the Menu Button (☰) at the bottom of your Touch3 phone.
2. TAP “Personalized Greeting”
3. TAP the Play Button (▶) next to “Listen to Current Greeting.” Your personalized Voicemail greeting will play through the Touch3 Earpiece.
4. TAP “Return to Voicemail” at the bottom of the screen to go back to your Voicemail Inbox.


### When to Check Voicemail

You have a new voicemail message to listen to if you see the voicemail icon (☎) in the Status Bar, the voicemail icon (☎) in the Lock Screen Missed Events panel or a number on the Voicemail Button (☎ Voicemail) in the Home Tab indicating the number of unheard voicemail messages.





### Listening to Voicemail Messages


From the Voicemail Inbox screen you can play any of your unheard or saved voicemail messages by TAPPING the Play Button  next to each message. A green Play Button  indicates that the message has not yet been listened to, while a gray Play Button  means that the message has already been listened to.

By default your voice messages are played through the Touch3 Earpiece. If you would like to hear the voice message through the Touch3 Speakerphone TAP the Speaker Button  at the top of the voicemail inbox screen.


### **Deleting Voicemail Messages**

After playing any voice message, you will have the option to delete the message by TAPPING the red Delete Button  to the right of each message. You can delete all of your voice messages at once by TAPPING the Menu Button  and then “Delete All.”

### **Returning a Call**

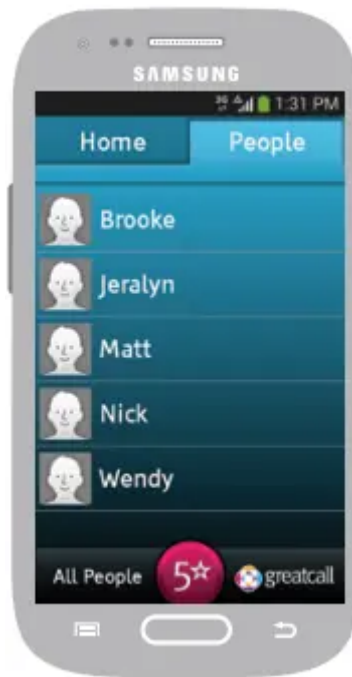
If you would like to call back a person that left you a voice message, TAP the Call Button  at the top of the screen after listening to their voice message.

### **Checking Voicemail by Calling**

Your Voicemail Inbox requires wireless data connectivity in order to download your latest voice messages. If for some reason you do not have access to wireless data, you can always call the voice message system to manage your voicemail through a traditional voice prompt. While viewing your Voicemail Inbox, TAP the Menu Button  and then “Call Voicemail.” Follow the voicemail prompts and use the onscreen keypad to manage your voice messages. TAP the End Call Button at any time to disconnect from the voicemail system.

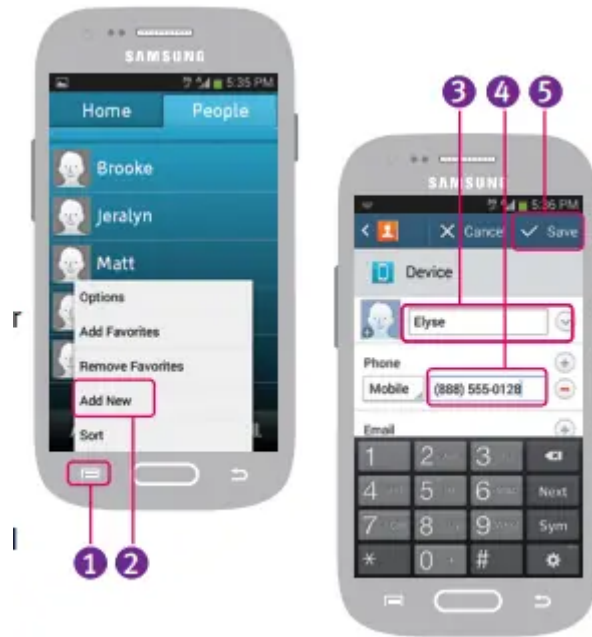
### **People Tab**

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



### Creating a People Contact

1. While on the People Tab, TAP the Menu Button (☰)
2. TAP “Add New” to add a new person to your People contact list.
3. TAP the “Name” field to enter the name of the contact with the OnScreen Keyboard.
4. TAP the “Phone number” field to enter the number of the contact. You can TAP the description field to the left of the phone number to identify if it is a home, mobile, work or fax number. TAP the “+” to the right of the field if there are multiple numbers you would like to add for this contact.
5. Continue entering any other details you would like for this contact. Once you’re done, TAP “Save” at the top right to save at the top right.



## Managing your People Contacts

Once you have added your People contacts, you can organize who appears in the “People” Tab and “All People” List

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

### Adding Favorites

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

### Removing Favorites


1. While on the People Tab, TAP the Menu Button (☰)
2. TAP “Remove Favorites.” A list of your favorite contacts will appear.
3. TAP the check box next to each of the names you would like to be removed from your favorites list. This will not delete the contact information, and they will remain in the All People List.

4. TAP “OK” at the bottom-left of the screen to save your selection. The checked contacts will no longer appear in the People Tab as favorites. You can still access these contacts by going to the All People List.


### Sorting your Favorites

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

### Editing a People Contact



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

### Deleting a People Contact


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


### People History

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

 **Incoming Text Message** – they sent you a Text Message 

**Outgoing Text Message** – you sent them a Text Message

 **Incoming Call** – they called you and you answered their call

 **Missed Call** – you missed their call

 **Outgoing Call** – you called them

 **Voicemail Message** – they left you a voicemail message

# Text Messages

## Composing and Sending Text Messages

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

1. On the Home Tab, TAP the Text Messages (📧) App. You will be taken to your Text Messages “Inbox”.
2. TAP Compose at the top of the screen.



3. In the “Enter recipient” field you can:
  - Enter a 10-digit phone number
  - Begin typing a name which will automatically display a list of matches from your All People List; TAP the name you would like to add to the recipient list
  - TAP the Contacts button below the “Enter recipient” field to check any of the names from your All People List you would like to message; TAP “Done” at the top right of the screen to add the contacts to the recipient list.
4. TAP the “Enter Message” field to begin composing a text message.
5. When you are finished composing your message, TAP the Send button.

## Reading and Replying to Text Messages

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

- Expand the Notification Panel and TAP the new text message notification from the list to read the message

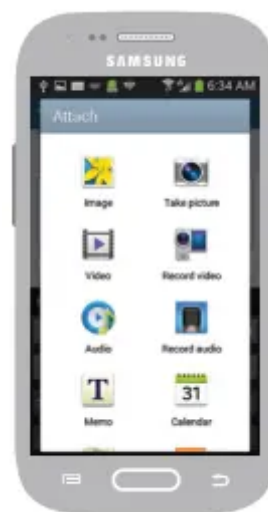
- TAP the Text Messages App from the Home Tab and then TAP the message in your Inbox to read the message

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

### **Sending a Photo or Video Message**

You can attach your photos or videos, also known as "multimedia attachments," to text messages so that you can share them with your friends and family.

1. While composing a new text message or replying to a text message, TAP the "paper clip" icon (📎). A pop-up will appear with several multimedia attachment options.
2. TAP one of the following multimedia attachment types:
  - **Image** – to select a previously captured photo
  - **Take picture** – to take a new photo (see "Taking a Photo" on page 90)
  - **Video** – to select a previously recorded video
  - **Record video** – to take a new video (see "Recording a Video" on page 91)
3. Once you have selected your multimedia attachment, TAP the "Send" button.

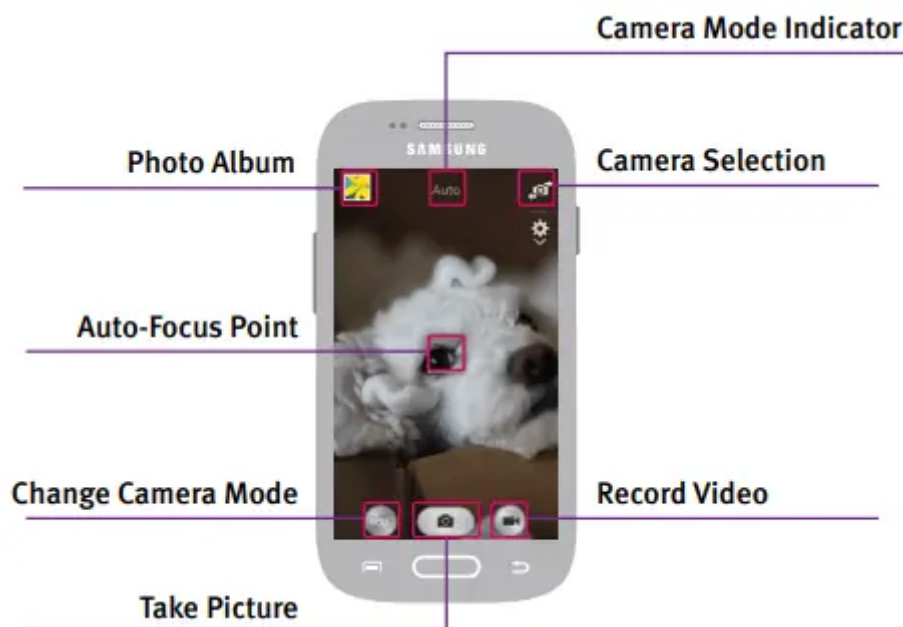


## **Camera and Photo Album**

### **The Camera App**

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

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





### Taking a Photo




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

### Changing the Camera Mode

TAP the Change Camera Mode  button for additional creative tools:


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

### Recording a Video

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


### Viewing your Photos and Videos

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

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

### Sharing your Photos and Videos

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

1. Find the photo or video you would like to share in the Photo Album.
2. With the preview of the photo or video up, TAP the “Share” Button  at the top of the screen. A pop-up of share options will appear.

3. TAP “Email” if you would like to share by email or “Messages” if you would like to share by attaching to a text message.

## Email

### Setting up your Email Account


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

Your Touch3 smartphone provides two ways to use email:

- Gmail™ (Google®Email)—set up your phone with an existing email account from Google.
- Standard Email—set up your phone with an existing email address you have that isn't from Google.


### Setting up a New Gmail Account

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


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

### Setting up an Existing Gmail Account

If you already have a Gmail account, follow these instructions to access your email on your phone:

1. Under All Apps, TAP the Gmail App 
2. Tap “Existing”.
3. Log in using your existing Gmail email address and password.



## Setting up an Existing Standard Email Account

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


## Composing and Sending Email

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

### Composing and Sending Email using the Gmail App



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

### Composing and Sending Email using the Email App

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

## Reading and Replying to an Email

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

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

## Sending an Email with a Photo or Video Attachment

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

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

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

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

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

## GreatCall Health and Safety Apps

### 5Star



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

To launch the 5Star App you can TAP the 5Star button located on the Lock Screen, or the bottom of the Home Screen.

\*National Academies of Emergency Dispatch – Available with all Health & Safety Packages

### **Urgent Care**



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

– Available with Preferred & Ultimate Health & Safety Packages

– Add on any plan, à la carte

### **MedCoach**



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

– Add on any Health & Safety Packages or Minutes Only Plan

## **Managing your Settings**

### **Wi-Fi**



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

### **Connecting to a Wi-Fi Network**

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

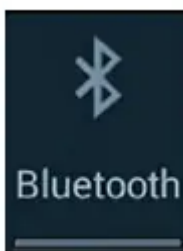
You should see "Connected" below your selected Wi-Fi network as well as a Wi-Fi icon (📶) in the Status Bar indicating that you have successfully connected to the network.

### **Turning Wi-Fi On and Off**

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

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

### **Bluetooth**



### **Pairing a Bluetooth Device**

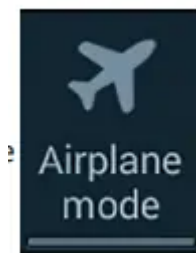
1. Turn on the Bluetooth device and make sure it is in “pairing mode.” Refer to the Bluetooth device’s User Guide for information on how to turn on “pairing mode.”
2. While on the Home Tab on your Touch3, TAP the Menu Button ( ).
3. TAP “Options”.
4. TAP “Bluetooth”.
5. TAP the On/Off switch at the top-right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

### **Turning Bluetooth On and Off**

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

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

### **Airplane Mode**



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

### **Turning Airplane Mode On and Off**

1. Expand the Notification Panel by PRESSING AND HOLDING the Status Bar and DRAGGING down to the bottom of the screen.
2. TAP the Airplane Mode Quick Settings icon so that it is green. You have turned the Airplane Mode feature ON and will not be able to make any calls or send any messages.

3. To turn Airplane Mode off, TAP the Airplane Mode Quick Settings icon so that it is no longer green.

## Personalize Your Phone

### Google Account

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


#### Setting up a New Google Account

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

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

### Changing your Color Theme

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

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

### Changing the Lock Screen Photo

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

#### Adding a Lock Screen Photo

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

### **Removing a Lock Screen Photo**

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

### **Changing the Sounds**

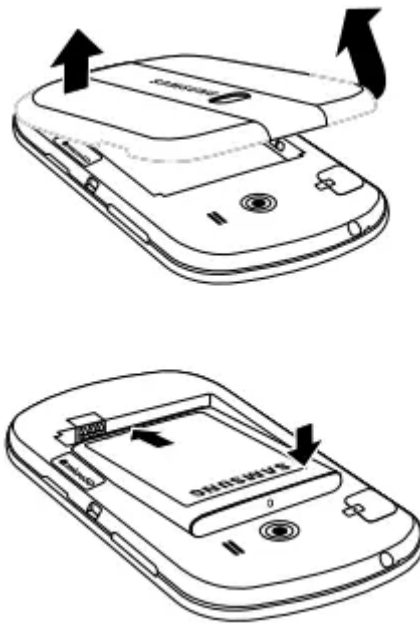
You can personalize your Touch3 by changing the Ringtone and Notification sound effects.

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

### **Replacing the Battery**

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

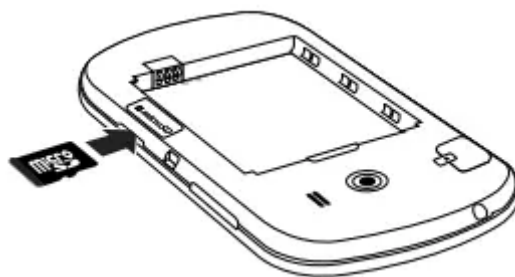
1. With your fingernail, use the Battery Cover Release, located directly above the Power/Lock Button, to remove the Battery Cover.
2. Remove the Battery.
3. Install a new Battery by aligning the contacts at the bottom and pushing into place.
4. Replace the Battery Cover it snaps into place.
5. Charge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



### Adding more Memory

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

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



#### Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

