

LOCATE THE ACTIVATION CARD  
INSIDE YOUR PACKAGE FIRST



# SERVICES GUIDE

---

## LG OPTIMUS DYNAMIC II

For more information and the  
latest Terms and Conditions  
of Service, visit [TracFone.com](http://TracFone.com)



PLEASE RECYCLE

QUAG-TFL39C



## THANK YOU FOR BUYING A TRACFONE!

## YOU MADE THE RIGHT CHOICE.

### LG OPTIMUS DYNAMIC II



#### 1. HEADSET JACK

#### 2. VOLUME

#### 3. HOME

Press to access the Home screen.

#### 4. BACK

Press to go back to the previous screen, menu or option.

#### 5. PWR/LOCK

To turn your phone ON, press and hold until your screen lights up. To turn your phone OFF, press and hold to open the Phone options menu. Tap Power off and then tap OK.

#### 6. MENU

Press to access menu options from any screen or application.

#### 7. RECENT APPS

Press to open the recently-used applications window.

#### 8. CHARGER/USB DOCK

## TABLE OF CONTENTS

### 1. GET STARTED

- 1.1 What's in Your Package
- 1.2 Activate Your TracFone
- 1.3 Set up Your TracFone Account

### 2. ABOUT YOUR TRACFONE SERVICE

- 2.1 Keep Your Service Active
- 2.2 Know Your Service Plans and Refill Options
- 2.3 Know Your Service Enrollment Options

### 3. HOW TO USE YOUR TRACFONE

- 3.1 Unlock Your Screen
- 3.2 Find Your Serial Number
- 3.3 Find Your Phone Number
- 3.4 Make and Receive Calls
- 3.5 Make International Calls
- 3.6 Set Up Your Google™ Account
- 3.7 Set Up Your Voicemail
- 3.8 Send Text Messages
- 3.9 Set Up Your Bluetooth®
- 3.10 Take and Share Your Pictures
- 3.11 Personalize With Ringtones and More
- 3.12 Manage Applications
- 3.13 Use the Mobile Internet Services
- 3.14 Security Settings
- 3.15 Additional Features
- 3.16 Tips

### TERMS AND CONDITIONS OF SERVICE/ HEALTH AND SAFETY INFORMATION



### 1. GET STARTED

- 1.1** WHAT'S IN YOUR PACKAGE
- 1.2** ACTIVATE YOUR TRACFONE
- 1.3** SET UP YOUR TRACFONE ACCOUNT

## 1.1 WHAT'S IN YOUR PACKAGE

TRACFONE



BACK COVER



CHARGER/  
USB CABLE



microSD™ CARD



BATTERY



ACTIVATION CARD



SERVICES GUIDE



## 1.2 ACTIVATE YOUR TRACFONE

### A. Locate your ACTIVATION CARD and follow the instructions on the card.

If you are a current TracFone customer it's easy to transfer your service to another TracFone. To transfer your service, go to [TracFone.com](http://TracFone.com), then select the **Activate Phone** tab and select **Activate/Reactive**. To keep your existing phone number, select **Transfer my number and service from one TracFone to another** and follow the instructions. You will need the information on the red Activation Card in your package to continue the Activation process. For additional help, call the TracFone Customer Care Center at 1-800-867-7183.



- B. This Card has the Serial Number you need to Activate your phone.**
- C. To Activate go to [TracFone.com](http://TracFone.com) or call 1-800-867-7183 from another phone. You will need a TracFone Service Plan or a credit or debit card to complete your activation.**
- D. To complete the Activation process, you MUST call \*22890 from your TracFone, wait for the confirmation message, and then make a call.**

## 1.3 SET UP YOUR TRACFONE ACCOUNT

### A. Set up *My Account*

My Account can be created upon activation of your phone at TracFone.com. This is where you will create and update your personal profile information, update credit/billing information, view your Service End Date, and more.

#### ***My Account* is the best place to:**

- See TracFone Programs
- Access Special Offers and Promotions
- Buy or Add a Service Plan
- Enroll in Monthly Value Plans
- Check Balance/Service End Date
- Update Personal Profile and Manage Credit Card Info
- Get International Calling Information
- View TracFone Support Forum
- View FAQs

### B. TracFone *My Account* App

TracFone provides easy options to help you keep track of your Minutes, Text, and Data balances, as well as to view your Service End Date. Simply download\* the free **TracFone My Account** app from the Google Play Store.

If you have a QR reader application installed in your phone, you can also scan the QR code shown here to download\* the *My Account* app directly to your phone.



## 2. ABOUT YOUR TRACFONE SERVICE

- 2.1** KEEP YOUR SERVICE ACTIVE
- 2.2** KNOW YOUR SERVICE PLANS AND REFILL OPTIONS
- 2.3** KNOW YOUR SERVICE ENROLLMENT OPTIONS

\*Standard Data rates may apply.

## 2.1 KEEP YOUR SERVICE ACTIVE IMPORTANT

To keep your Service Active, you must refill your Service Plan BEFORE your Service End Date.

TracFone Airtime Plans add Minutes and Service Days to your phone. To find your Service End Date, go to our website at [TracFone.com](http://TracFone.com) and log into your Account or you can call our Customer Care Center at **1-800-867-7183**.



Keep your Service Active with a variety of Airtime cards and Monthly Plans. Choose the option that best fits your needs. You can change or add plans at any time without penalties or fees.

## 2.2 KNOW YOUR SERVICE PLANS AND REFILL OPTIONS

### A. Pay As You Go

► Flexible Airtime Card options let you add Minutes and Service Days as you need them. Each card adds Minutes to the Airtime balance and 90 days to the Service Days left on your TracFone.



► TracFone Android™ powered phones give you triple the talk, text, and data on Airtime Plans that you purchase and add to your phone.

Airtime/ Refill Card	3x Talk Time	+	3x Texts	+	3x Data
60 minutes	180 minutes		180 texts		180 MB
120 minutes	360 minutes		360 texts		360 MB
200 minutes	600 minutes		600 texts		600 MB
450 minutes	1,350 minutes		1,350 texts		1,350 MB (1.3 GB)

TracFone Airtime and Data rates and the availability or selection of Airtime and Data Plans may vary and are subject to change without notice. Airtime and Data Plans are not returnable or refundable.

- ▶ **1 YEAR CARD:** Adds 1 year (365 Days) to the Service Days left on your TracFone and 400 Minutes to the Airtime balance left on your TracFone.
- ▶ TracFone Android™ powered phones give you triple the talk, text, and data on Airtime Plans that you purchase and add to your phone.



Airtime/ Refill Card	3x Talk Time	+	3x Texts	+	3x Data
1 Year/ 400 minutes	1,200 minutes		1,200 texts		1,200 MB (1.1 GB)

## B. Data Add-On

**Data Plans let you add Data to your Android™ powered phone as long as your Service is Active.**

- ▶ Data Plans can only be added to TracFone Android™ powered handsets. Once you Activate your phone with one of the TracFone Airtime Plans, you can add a Data Plan as necessary. The Data Plans will not add service days. Data add-on plans do not Double or Triple.
- ▶ Data Plans will be available at retail locations and at TracFone.com. If you need additional assistance, please call our Customer Care Center at 1-800-867-7183.



## C. Buy Airtime or Data Plans

- ▶ **AT RETAILERS NATIONWIDE:** Airtime and Data Cards are available at over 100,000 retail stores nationwide. Find a retailer by visiting [TracFone.com/retailers](http://TracFone.com/retailers).
- ▶ **ONLINE:** Visit us at [TracFone.com](http://TracFone.com) and select the Airtime tab. Follow the prompts to complete your purchase.
- ▶ **BY CALLING:** Call our Customer Care Center at 1-800-867-7183 to purchase Airtime before your Service End Date. You may also purchase a Data Plan and add it to your Android™ powered TracFone at any time as long as your service is Active.

---

TracFone Airtime and Data rates and the availability or selection of Airtime and Data Plans may vary and are subject to change without notice. Airtime and Data Plans are not returnable or refundable.

## 2.3 KNOW YOUR SERVICE ENROLLMENT OPTIONS

### A. Monthly Airtime Plans

TracFone offers the same conveniences as contract plans, but without the contract! Choose the Airtime Plan that works best for you:

- ▶ Individual Plan
- ▶ Family Value Plan
- ▶ TracFone Service Protection Plan

Enroll your TracFone in an Airtime Plan and enjoy these benefits:

- ▶ Automatically receive Minutes and Service Days on your TracFone every month.
- ▶ Airtime Plans start at \$9.99/month.
- ▶ No contracts or cancellation fees.

### B. Where To Enroll

In order to enroll in a Monthly Airtime Plan you must have a valid credit or debit card.

To enroll:

- ▶ Go to [TracFone.com/valueplans](http://TracFone.com/valueplans)

OR

- ▶ Call us at 1-800-867-7183



## 3. HOW TO USE YOUR TRACFONE

- 3.1** UNLOCK YOUR SCREEN
- 3.2** FIND YOUR SERIAL NUMBER
- 3.3** FIND YOUR PHONE NUMBER
- 3.4** MAKE AND RECEIVE CALLS
- 3.5** MAKE INTERNATIONAL CALLS
- 3.6** SET UP YOUR GOOGLE™ ACCOUNT
- 3.7** SET UP YOUR VOICEMAIL
- 3.8** SEND TEXT MESSAGES
- 3.9** SET UP YOUR BLUETOOTH®
- 3.10** TAKE AND SHARE YOUR PICTURES
- 3.11** PERSONALIZE WITH RINGTONES AND MORE
- 3.12** MANAGE APPLICATIONS
- 3.13** USE THE MOBILE INTERNET SERVICES
- 3.14** SECURITY SETTINGS
- 3.15** ADDITIONAL FEATURES
- 3.16** TIPS

## 3.1 UNLOCK YOUR SCREEN

To unlock your screen, swipe your finger across the screen in any direction. *If the screen is dark, simply press **PWR/LOCK** to enable it.*



## 3.2 FIND YOUR SERIAL NUMBER

1. Press the **HOME** key.
2. Press the **MENU** key.
3. Tap **System settings**.
4. Slide your finger upwards along the screen to access additional options. Tap **About phone**.
5. Tap **Phone identity** and locate the row that says **MEID DEC**. The number series in the field is your phone's Serial Number.
6. To return to the main screen, press the **HOME** key.

## 3.3 FIND YOUR PHONE NUMBER

1. Press the **HOME** key.
2. Press the **MENU** key.
3. Tap **System settings**.
4. Slide your finger upwards along the screen to access additional options. Tap **About phone**.
5. Tap **Phone identity**. Your phone number will appear under **My phone number**.
6. To return to the main screen, press the **HOME** key.

## 3.4 MAKE AND RECEIVE CALLS

### Make a Call

1. Press the **HOME** key.
2. Tap the **Phone** icon at the bottom of the screen. *If the dialpad does not appear on the screen, tap the **Dial** tab located at the upper left hand corner of the screen.*
3. Enter the phone number you wish to call, including the 3-digit area code. Entering a **1** before the area code may be necessary in some areas. To place the call, tap the **Phone** icon at the bottom of the screen.
4. To end the call, tap **End**.

### Receive a Call

1. To answer an incoming call, slide the **Answer** icon in any direction across the screen.
2. To end the call, tap **End**.

## 3.5 MAKE INTERNATIONAL CALLS

You can call over 100 international destinations from your TracFone at no additional cost. Please wait 2 business days after your TracFone is Activated to make international calls.

**A. From your TracFone, dial 1-800-706-3839.** If you are in Alaska, Hawaii and the U.S. Virgin Islands please dial 1-305-938-5673. We suggest that you add these numbers to your contacts for easy dialing.

**B. Select your language: 1 for English, 2 for Spanish. Listen to dialing instructions.** After selecting a language, dialing instructions can be interrupted at any time and you can skip to step C.

**C. Dial 011 + Country Code + City Code + Telephone Number.** For calls to the Bahamas, Bermuda, Canada and Dominican Republic just dial 1 + City Code + Telephone Number.

### AVAILABLE INTERNATIONAL DESTINATIONS

Calls to cellular phones are not included unless the word "Cellular" is specifically listed next to the country name. Numbers in parentheses indicate the Country Code.

Albania - Tirana (355)	Colombia (57)
Andorra (376)	Costa Rica (506)
Argentina (54)	Croatia (385)
Australia (61)	Cyprus - Cellular (357)
Austria (43)	Cyprus (357)
Bahamas - Cellular (1)	Czech Republic (420)
Bahamas (1)	Denmark (45)
Bangladesh - Cellular (880)	Dominican Republic (1)
Bangladesh - Chittagong (880)	Estonia (372)
Bangladesh - Dhaka (880)	Finland (358)
Bangladesh - Sylhet (880)	France (33)
Belgium (32)	French Antilles (596)
Bermuda - Cellular (1)	French Guiana - Cellular (594)
Bermuda (1)	French Guiana (594)
Bolivia - La Paz (591)	Georgia (995)
Bolivia - Santa Cruz (591)	Germany (49)
Brazil (55)	Gibraltar (350)
Brunei - Cellular (673)	Greece (30)
Brunei (673)	Guadeloupe (590)
Bulgaria (359)	Guatemala - Telgua (502)
Canada - Cellular (1)	Hong Kong - Cellular (852)
Canada (1)	Hong Kong (852)
Chile (56)	Hungary (36)
China - Cellular (86)	Iceland (354)
China (86)	India - Cellular (91)
Colombia - Cellular (57)	India (91)

Indonesia - Cellular (62)	Poland (48)
Indonesia - Jakarta (62)	Portugal (351)
Indonesia - Surabaya (62)	Romania (40)
Iraq - Baghdad (964)	Russia - Cellular (7)
Ireland (353)	Russia (7)
Israel (972)	San Marino - Cellular (378)
Italy (39)	San Marino (378)
Japan (81)	Saudi Arabia - Riyadh (966)
Jordan (962)	Singapore - Cellular (65)
Kazakhstan (7)	Singapore (65)
Kenya - Nairobi (254)	Slovakia (421)
Lithuania (370)	Slovenia (386)
Luxembourg - Cellular (352)	South Korea - Cellular (82)
Luxembourg (352)	South Korea (82)
Macao - Cellular (853)	Spain (34)
Macao (853)	Sweden (46)
Malaysia - Cellular (60)	Switzerland (41)
Malaysia (60)	Taiwan - Cellular (886)
Malta (356)	Taiwan (886)
Mexico (52)	Thailand (66)
Monaco (377)	Turkey (90)
Netherlands (31)	United Kingdom (44)
New Zealand (64)	Uzbekistan (7)
Norway (47)	Venezuela (58)
Panama (507)	Vietnam - Ho Chi Minh (84)
Paraguay (595)	Zambia (260)
Peru (51)	

**Note:** Please wait to be connected; DO NOT press any other key on your TracFone or your call might be disconnected.

#### **D. TracFone Frequent Numbers Service**

With TracFone, making international calls is really easy! Our Frequent Numbers Service offers you up to ten U.S. 800 numbers, which you can link to your most frequently dialed international numbers in any of our available international destinations (with this service, you do not need to follow steps A, B and C from section 3.5).

Just dial any of the ten U.S. 800 numbers that you can program through our website or by calling TracFone, and you will be quickly connected with the international destination you want at no additional cost.

Visit our International Long Distance website at **TracFone.com** or call our Customer Care Center at 1-800-867-7183 to set up this service for free.

#### **E. TracFone International Neighbors Service (Available only for Mexico)**

With our International Neighbors Service, your family and friends living in Mexico can call your TracFone directly without paying for an international long distance call, and your TracFone will deduct the same number of Minutes as if it were a local call. No international long distance charges for anyone!

With Active service, TracFone will assign you a Mexican phone number that will be linked to your TracFone for free. Your family and friends can dial this local phone number and you will receive the call on your TracFone here in the U.S. To register for International Neighbors Service, and to assign specific phone numbers, register at **TracFone.com**.

**TIP:** To enjoy this unique service, make sure you keep your service Active. If your Service Days Remaining end and your phone is deactivated, you will lose your Mexican phone number. Should this happen, you can get a new Mexican phone number when you re-activate your TracFone.

## 3.6 SET UP YOUR GOOGLE™ ACCOUNT

To access the Google Play™ Store, as well as other applications on your phone, you will need to add or create a free Google Account (i.e. Gmail Account).

1. Press the **HOME** key.
2. Tap the **Gmail** icon. Follow the tutorial on your screen to add your Google Account.
3. To return to the main screen, press the **HOME** key.

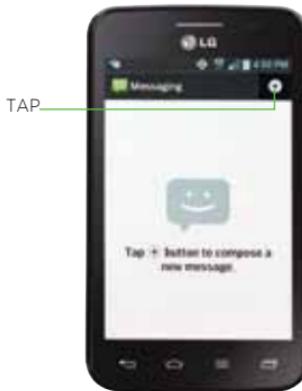
The first Google account that you register to your phone will be your Primary Google account. Once you register a Google Account to your phone, your contacts, calendar entries, and Gmail will sync with your primary Google Account. It can take up to 15 minutes for your phone to sync with the Google server.

## 3.7 SET UP YOUR VOICEMAIL

1. Press the **HOME** key.
2. Tap the **Phone** icon at the bottom of the screen. *If the dialpad does not appear on the screen, tap the **Dial** tab located in the upper left hand corner of the screen.*
3. Press and hold the **1** key for several seconds. Your phone will automatically call **Voicemail**. Once the call is connected, follow the voicemail prompts.
4. To end the call, tap **End**.

## 3.8 SEND TEXT MESSAGES

1. Press the **HOME** key.
2. Tap the **Messaging** icon.
3. Tap the **plus sign (+)** icon located at the top of the screen to compose a new message.
4. Enter the contact name or the mobile number of the desired recipient in the **To** field. *If entering the contact, tap the name when it appears.*
5. Tap **Enter message** and enter the message you wish to send.
6. When finished, tap **Send**.
7. To return to the main screen, press the **HOME** key.



To access the horizontal QWERTY keyboard,  
simply turn your phone to the horizontal position.



## 3.9 SET UP YOUR BLUETOOTH®

To pair your phone with a Bluetooth headset, make sure that both are fully charged. Have your headset within a range of 30 feet from your phone. Make sure your device is **ON** and in Pairing or Bonding Mode (refer to the user guide of the device you are attempting to pair with). Please remember that you can connect to only one device at a time.

1. Press the **HOME** key.
2. Press the **MENU** key.
3. Tap **System settings**.
4. Tap the **ON/OFF** button to the right of **Bluetooth** to turn it **ON**.
5. Tap **Bluetooth**. A list of the available devices will be populated.
6. Tap the name of the desired device and wait for the devices to pair.
7. If you are prompted for a PIN, please refer to your headset's user guide. A commonly used PIN for headsets is **0000**. Enter 0000 into your phone and tap **OK**.
8. To return to the main screen, press the **HOME** key.

## 3.10 TAKE AND SHARE YOUR PICTURES

### Take a Picture

1. Press the **HOME** key.
2. Tap the **Apps** icon at the bottom of the screen.
3. Tap the **Camera** icon.
4. To take a picture, tap the camera icon at the bottom of the screen. The picture will be automatically saved in your **Gallery**.

### Share the Picture

1. Tap the picture thumbnail located in the lower left hand corner of the screen. Your phone will display the last image captured.
2. The **Share** icon will appear at the top of your screen, if not, simply tap the screen. Tap the **Share** icon. All available sharing options will appear on the screen.
3. Tap the **Messaging** icon.
4. Enter the contact name or the mobile number of the desired recipient. *If entering the contact, tap the name when it appears.*
5. To send a message with the image, tap **Enter message** and enter your desired message.
6. When finished, tap **Send MMS**.
7. To return to the main screen, press the **HOME** key.

## 3.11 PERSONALIZE WITH RINGTONES AND MORE

### A. Personalize with Ringtones

1. Press the **HOME** key.
2. Press the **MENU** key.
3. Tap **System settings**.
4. Tap **Sound**.
5. Tap **Phone ringtone**.
6. Tap the ringtone of your preference to listen to it. Slide your finger along the screen to access additional options.
7. Once you have selected the ringtone you wish to use, tap **OK**.
8. To return to the main screen, press the **HOME** key.

### B. Personalize with Graphics

1. Press the **HOME** key.
2. Press the **MENU** key.
3. Tap **Home screen settings**.
4. Tap **Wallpaper**.
5. Select the folder that contains the graphic you wish to use.
6. Thumbnails of the available images will be displayed. Tap the one you want to use. *You may need to size and frame the image.*
7. Tap **OK** or **Set wallpaper**.

### C. Download Applications and Content

From the main screen, tap the **Play Store** icon to access the Google Play™ Store. Browse thousands of apps, games, music and more.

#### The Play Store

With Android™ powered phones, you can access over 1,000,000 free and pay-for apps that are available at the Play Store. To purchase content or an app from the Play Store, you will need a Gmail account and a credit or debit card. The purchases you make are a transaction between you and Google and/or the Application Developer. **Customer Care will not be able to provide technical assistance or refunds/credits for your purchases.** We suggest that before you purchase any apps, that you look at the reviews about those that you are interested in purchasing. The Play Store may allow app orders to be cancelled within 15 minutes. Please refer to the Play Store website for details. If you receive an error code during the purchase process, visit [google.com/support/googleplay](http://google.com/support/googleplay).

## 3.12 MANAGE APPLICATIONS

1. Press the **HOME** key.
2. Press the **MENU** key.
3. Tap **System settings**.
4. Slide your finger upwards along the screen and tap **Apps**.
5. Note the tabs at the top of the screen. To see what apps are currently running, tap the **RUNNING** tab.
6. Tap the application that you would like to manage and choose what you would like to do.
7. To return to the main screen, press the **HOME** key.

*Applications running in the background can drain the battery and slow down the processing speed of your phone.*

## 3.13 USE THE MOBILE INTERNET SERVICES

The TracFone Mobile Web allows you access to news, sports, weather, entertainment, and more directly from your phone. To access the TracFone Mobile Web, tap the **Browser** icon on the main screen. Your phone will then connect to the Mobile Web.

Access and Data consumption begins when your phone makes a data connection and ends when the data connection terminates. Total Access and Data Consumption Charges will depend on the size of the content and the actual time it takes to download or transmit the content or multimedia message, and to access or view the Information Service. For additional information about Data consumption charges, refer to the latest TracFone Wireless Terms and Conditions of Service at [TracFone.com](http://TracFone.com).

**IMPORTANT:** After your phone is Active, it may take up to 1 hour to access Mobile Web Services.

## 3.14 SECURITY SETTINGS

### Set your Screen Lock options

There are several security options that will protect your data and limit access to your phone. To set up your preferences:

1. Press **MENU** > **Lock screen settings** > **Select screen lock**. Select the Screen Lock that you prefer.
2. Follow the on-screen prompts to set up the security option of your choice.

### Forgot your security setting?

- ▶ If you attempt to unlock your screen with an incorrect pattern more times than what is allowed and have registered your Gmail account to your phone, simply tap on **Forgot pattern?** once it appears at the bottom of your screen and then sign into your primary Gmail account. This will unlock your screen, but you will need to create a new screen lock.
- ▶ If you are still unable to unlock your screen, please call the Customer Care Center at 1-800-867-7183 to reset your phone. Be aware that this erases all data from the internal memory of your phone and restores the phone to the original factory settings. Once your phone is reset, you can recover your synced information by logging into your primary Gmail account.

## 3.15 ADDITIONAL FEATURES

### A. Access or Replace a microSD™ Memory Card

Your phone accepts a microSD card of up to 32GB.

To access the card:

#### Locate the memory card

1. Power your phone **OFF**.
2. Remove the back cover by lifting it using the notch on the bottom edge of the phone.
3. The memory card slot is located to the right of battery compartment.

#### Remove the card

1. Gently slide the memory card out. *We recommend that you have your phone turned OFF. If not, make sure that nothing is running in connection with the memory card.*
2. Replace the back cover.

#### Insert the card

1. Arrange the microSD card so that the gold bars on the card are facing down and gently slide it into place.
2. Replace the back cover.
3. Power your phone **ON**.



### B. Transfer Your Music Files

Your phone can play MP3, AAC, AMR, and WAV files. Before you try to transfer music files, you will need the USB cable provided with the phone, a microSD™ memory card, and a computer. Refer to your computer's user guide for instructions on how to transfer content.

Your phone does not support DRM protected music files. The unauthorized copying of copyrighted materials is contrary to the provisions of the Copyright laws in the United States and in other countries. This device is intended solely for copying non-copyrighted material, material for which you own the copyright, or material which you are legally permitted to copy. If you are uncertain about your right to copy any material, please contact your legal advisor.

For additional information and to learn more about how to use your phone, please refer to [Tracfone.com](http://Tracfone.com).

## 3.16 TIPS

- ▶ **To access notifications in the Notifications Bar** at the top of the screen, slide your finger from the top of the screen and drag the Bar down. All new messages and notifications will be displayed; tap the notification you wish to see for direct access to it.
- ▶ **Your phone has several customizable screens** that give you easier access to your most commonly used content and applications.
  - Slide your finger across the screen in either direction to access the different home screens.
  - To move an icon to a particular screen, go to the screen where you want the icon to be, tap the **Apps** icon, then tap and hold the icon you wish to move until it appears on the desired screen.

- ▶ **Your phone will automatically back up to your Gmail account.** In order for your contacts, paid apps, calendar, and Gmail to be restored when you set up an Android phone using the same primary Gmail account:
  1. Press **MENU > System settings > Accounts & sync > Google.**
  2. Select your primary Gmail account and then tap to select the features you would like automatically backed up/synced.
- ▶ **Multimedia and other files will need to be backed up manually.** To back up files like your photos and videos, search the Play Store to find the app that fits your needs.

### Don't wait until it's too late to back up your phone!

- ▶ **A Master or Factory Data Reset** erases everything on the internal memory of your phone including the Gmail account access. You should remember your Gmail account's user name and password before performing a factory reset. After a reset is performed, you can sync your information to your phone again by logging in to your primary Gmail account from your phone.
- ▶ **To extend your battery life**, follow some of the tips listed below:
  - Check Running Services and close any unnecessary applications.
  - Use the **Apps** feature to end/shutdown applications that are running in the background.
  - Turn off Bluetooth® and GPS when not in use.
  - Turn off automatic application sync.
  - Set Screen Timeout to the lowest setting (factory default is 30 seconds).
  - Reduce your data usage.
  - Reduce use of the Live Wallpapers.
  - Use the factory charger provided to avoid battery damage.

### Data Managing Tips

- ▶ **Wi-Fi®:** Use a secure Wi-Fi connection at home or other locations where it may be available. You can use a Wi-Fi finder app to help you locate available Wi-Fi networks. Connect to Wi-Fi before you stream music, video, and other data heavy content.
- ▶ **AUTO UPDATES:** Turn off auto updates on your apps or change your settings to update using Wi-Fi only.
- ▶ **PHOTOS:** Turn off automatic photo uploading or change your settings to upload using Wi-Fi only.
- ▶ **EMAIL:** Turn off push e-mail or set e-mail accounts to sync every hour or greater. You can also set e-mail accounts to update manually and get email only when you want it.
- ▶ **MOBILE WEBSITES:** Access the mobile web site version of your choice since full web sites require more data to view and browse them.
- ▶ **BACKGROUND APPS:** Turn off Apps running in the background. They constantly use data and can also slow down the processing speed of your phone.
- ▶ **USAGE ALERTS:** Download a Data Usage App to help you keep track of your data usage. With Android 4.0 and later versions, you can set a mobile data limit reminder in **Menu > System settings > Mobile data**.

For additional information about your phone, you can view or download the manufacturer's manual at [Tracfone.com](http://Tracfone.com).



## TERMS AND CONDITIONS OF SERVICE

For more information and the latest  
Terms and Conditions of Service, visit [TracFone.com](http://TracFone.com)

Please read these Terms and Conditions of Service ("Terms") carefully. These Terms are a legally binding agreement between you and TracFone Wireless, Inc. ("TracFone"). The Terms contain important information about your legal rights and require that certain disputes be resolved through Arbitration instead of a court trial. By purchasing and/or activating a TracFone branded wireless phone ("TRACFONE") or a TracFone branded SIM card or CDMA network access code ("BYOP") and/or purchasing, redeeming and/or using any TracFone service ("Service"), "You" the customer, acknowledge and agree to these Terms. TracFone reserves the right to modify these Terms at any time in its sole discretion. Any modifications to these Terms are effective and will be binding upon you once posted on the TracFone website at [tracfone.com](http://tracfone.com). Always check our website for the most current Terms.

**1. ACTIVATING YOUR TRACFONE SERVICE:** You may activate your TRACFONE or BYOP by calling Customer Care at 1-800-867-7183 or by visiting [tracfone.com](http://tracfone.com) and following the instructions that came with your Services Guide or activation kit. Any promotional or bonus minutes that are included with a new TRACFONE or are issued upon activation of your Service are not transferable or refundable. Promotional minutes and bonus minutes have no cash value. Any attempt to transfer promotional, bonus or other free minutes may result in the permanent deactivation of your Service without a refund.

When you activate Service, you will have the option of registering and providing your name, address, email address and alternative contact telephone number. If you elect not to register at the time of activation, you may not be able to obtain copies of your call detail records since we will be unable to authenticate You as the lawful owner of the account. In those situations, we require a valid Subpoena or Court order before records may be released.

Your TRACFONE can only be used with TracFone Service and cannot be activated with any other wireless carrier or service. Certain mobile phone features may not be available throughout the entire network or their functionality may be limited. Some TracFone features are available only on TRACFONES and will not be available with BYOP. All plan rates, features, functionality and other product specifications are subject to change without notice or obligation. All talk and standby times are quoted in Digital Mode and are approximate.

If you are activating your Service with BYOP, you must use a compatible phone that does not interfere with our Service and complies with all applicable laws, rules and regulations. Devices capable only of using data are strictly prohibited and Your use of any such device is grounds for immediate termination of Service without a refund. You are responsible for ensuring that your BYOP wireless phone is compatible with the Service and meets all Federal laws and standards. You are further responsible for the purchase and maintenance of any additional hardware, software and/or internet access required in order to use the Service. TracFone Service will only work with wireless devices that are compatible with our network. Not all services are available with all wireless devices or on all networks. We may remotely change your wireless phone's software, applications or programming without notice. This could affect your stored data, your phone's programming and how you are able to use your wireless phone.

The wireless telecommunications networks used to transmit calls for the Service are owned and operated by various licensed commercial mobile radio service providers ("Carriers"), not TracFone. When You activate your Service, you will be provided with a telephone number or you may, in some circumstances, port-in a number from another carrier. Please note that You have no ownership rights to any telephone number, IP address or any other identifier associated with your Service and You

acknowledge and agree that we may change any such number, IP address or other identifier associated with your Service at any time without prior notice to You.

**2. TERMINATION OF SERVICE:** TracFone may terminate this Agreement at any time without notice if we cease to provide service in your area. Either party may terminate this Agreement (which will terminate Service) at any time and for any reason. Unused Service at the time of termination will not be refunded.

You agree not to use your Phone for any purpose in violation of these Terms or applicable law. **WE CAN, WITHOUT NOTICE, LIMIT, SUSPEND, OR TERMINATE YOUR SERVICE FOR VIOLATING THESE TERMS OR FOR ANY OTHER GOOD CAUSE**, including, but not limited to, if You: (a) engage in any deceptive or fraudulent conduct with respect to the Service; (b) allow anyone to extract, clone, reverse engineer or tamper with your TRACFONE, the software and/or hardware on your Phone or your SIM card; (c) threaten or commit violence against any of our employees, agents or customer service representatives; (d) use vulgar, offensive or inappropriate language or otherwise engage in harassment when interacting with our representatives; (e) interfere with our operations or Service; (f) engage in abusive messaging, emailing or calling; (g) modify a TRACFONE from its manufacturer's default specification; or (h) use the service in a way that adversely affects our network or the Service available to our other customers. We reserve the right to, without notice, limit, suspend or terminate your Service for any other operational or governmental reason. In addition to permanently terminating your Service, criminal offenses (i.e., threatening violence, etc.) will be reported to the appropriate legal authorities for prosecution.

Any provision of this Agreement which by its context is intended to apply after termination of the Agreement will survive termination, including, but not limited to, restrictions on the use of TracFone products and the provisions governing dispute resolution and requiring arbitration of disputes.

**3. AIRTIME VOICE AND TEXT MESSAGING RATES: Feature Phones:** TracFone airtime is issued in unit increments. All calls are charged at a rate of one (1) unit per minute. With some older TRACFONE models, roaming calls (refer to the Roaming Section of these Terms) are charged at the rate of two (2) units per minute. There is no additional charge for nationwide long distance or for international long distance to countries designated at [tracfone.com](http://tracfone.com). The rate to send or receive a text message varies by TRACFONE model and is disclosed on your TRACFONE package. For most feature phones, the rate to send or open a text message is 0.3 units.

**Smartphones:** Smartphones have separate buckets of units for voice calls, text messaging and data usage and have the triple minute feature. For example, a 60 minute Pay As You Go TracFone card redeemed on a Smartphone will provide 180 minutes for voice, 180 text messages and 180 MB of data. Voice calls are charged at the rate of one (1) unit per minute. Text messages are charged at the rate of one (1) unit per text. Data is charged based on actual usage.

TracFone does not generally participate in Premium SMS services or campaigns. Premium SMS refers to activities that usually involve sending a text message to a designated "short code" or buying or attempting to buy SMS services from anyone other than TracFone. Premium SMS campaigns include activities such as casting a vote, expressing your opinion, playing a game, subscribing to a service, or interactive television programs. You should not attempt to participate in Premium SMS campaigns, unless it is a TracFone authorized campaign. Any text message you send to a "short code" will in all

likelihood not go through. Any charges you may incur as a result of any attempts to participate in Premium PSMS services or campaigns (not authorized by TracFone), whether you incur charges as deductions from your TRACFONE handset or from your credit card, are not refundable.

**AIRTIME USAGE:** Airtime minutes will be deducted for all time during which your Service is connected to, or using, the wireless system of any Carrier. Use of a wireless system typically begins when you press the "send", "call" or other button to initiate or answer a call and does not end until you press the "end" button or the call is otherwise terminated. Airtime minutes are deducted for all incoming and outgoing calls, including calls to toll free numbers, 411, 611, Customer Care, simultaneous calls (airtime minutes will be deducted for each call separately) and calls to access your voice mail. Airtime minutes are not deducted for calls to 911. For outbound calls, you may be charged airtime for incomplete and/or busy-no answer calls. Airtime minutes are deducted in full unit increments; partial minutes are rounded up to the next minute. Airtime minutes will also be deducted for use of other services such as text messaging and accessing the TracFone Mobile Web ("WAP"). Airtime minutes are deducted for all text messages sent and incoming text messages which are opened. No credit is given for dropped calls.

**4. ADDING AIRTIME:** Your Service will only operate when you have airtime units and service days available. Add airtime to a TRACFONE by entering the PIN number from a TracFone Prepaid Wireless Airtime card ("Airtime Card") or retailer cash register receipt at the Redeem Airtime or Add Airtime menu. You can also add airtime to a TRACFONE and/or TracFone BYOP through the TracFone website at [tracfone.com](http://tracfone.com) or by calling 1-800-867-7183.

**AIRTIME ON DEMAND:** Airtime On Demand is available on certain TRACFONE handsets. Airtime On Demand allows you to buy Airtime directly from your TRACFONE by registering your phone and credit card at [tracfone.com](http://tracfone.com). Airtime On Demand purchases are governed by these Terms.

**AIRTIME CARDS:** TracFone Airtime Cards are available in various denominations of minutes and service days. For each Airtime card you purchase and add to your TRACFONE or BYOP feature phone, you will receive the number of minutes and service days indicated on the card. For Smartphones, you will receive triple the number of minutes indicated on the card for voice, text messages and data (for example, with a 60 minute card, a Smartphone will receive 180 minutes of voice, 180 text messages and 180 MB of data). The service days will run from the day you add the Airtime card. Each additional card you add will further extend the "Service End Date" by the number of days specified without limitation. The "Service End Date" is the last day of your service period. Airtime minutes added to your TRACFONE or BYOP do not expire with active service and usage within a period of twelve (12) consecutive months.

**AIRTIME VALUE PLANS:** Available TracFone Value Plans are described on TracFone's website at [tracfone.com](http://tracfone.com). You may enroll in a Value Plan by registering your TRACFONE and credit card at [tracfone.com](http://tracfone.com). All TracFone Value Plans are governed by these Terms and the applicable Value Plan's Terms and Conditions which are also available at [tracfone.com](http://tracfone.com). TracFone may modify its Value Plan offerings at any time. In the event of any modification that increases the charges associated with your Value Plan, you will receive 30 days notice prior to being charged the new rate. Value Plans may not be combined with any other discount or promotion.

**DOUBLE AND TRIPLE MINUTES FOR LIFE:** Some TRACFONES and Airtime Cards include a Double or Triple Minutes for Life feature. All smartphones (including TRACFONE branded products and

BYOP phones) include the Triple Minutes for Life feature. Any minutes included with a Double or Triple Minute Airtime Card will not double or triple. The Double or Triple Minutes feature applies to the life of a single TRACFONE or BYOP. The Double or Triple minutes feature is not transferable even if Your phone is damaged, lost or stolen. Only purchased minutes that are redeemed after the redemption of a Double or Triple Minute card will double or triple. Promotional, bonus and other non-purchased airtime minutes will not double or triple. You may not add a Double or Triple Minute card to a TRACFONE that already has a Double or Triple minute feature or card. Doing so will not result in any additional doubling or tripling of purchased airtime. Double and Triple Minute Cards and phones that include the Double or Triple Minute feature will not double or triple the value of Data Cards. A Smartphone with a Double or Triple Minute feature will double or triple the amount of voice, text and data associated with each card (for example, a 60 minute card redeemed on a Smartphone with the triple minute feature will receive 180 minutes for voice, 180 text messages and 180 MB of data).

**SAFELINK CUSTOMERS PLEASE NOTE:** If you are a SafeLink Customer on Plan Option 1 or 2, TracFone airtime minutes added to your SAFELINK phone do not expire with active service and Usage (as defined in the SafeLink Terms and Conditions) during a consecutive sixty (60) day period. **If you are a SafeLink customer enrolled in plan option 3, all of your unused minutes expire at the end of each month upon your receipt of your free 250 monthly minutes unless you have purchased and added a TracFone airtime card to your phone.** You may carry over unused airtime minutes on the SafeLink 250 Minute Plan for up to 3 consecutive months. By purchasing and adding a TracFone airtime card before the 25th of the month, your unused airtime minutes (including your free monthly allotment and any additional TracFone Airtime cards) will carry over for 3 consecutive months from the date of your last TracFone Airtime Card redemption. If you purchase and redeem a TracFone Airtime Card on or after the 26th day of any month, your airtime balance will be reset and not be carried over to the next month. The minutes you purchased will be carried over together with your next three allotments of free monthly minutes. Adding more than one Airtime Card at the same time will NOT extend your airtime carry over for more than the 3 consecutive months. The 3 month carry over is effective from the date of redemption of the last airtime card redeemed to your phone.

TracFone airtime has no cash value and is non-refundable. TracFone Airtime Cards, airtime rate plans, and card denominations are subject to change without prior notice.

**5. SERVICE END DATE:** If you do not purchase and add airtime prior to the Service End Date, your TRACFONE Service will be deactivated on the Service End Date and you will lose your TRACFONE phone number even if you have minutes remaining. To prevent this from occurring, please keep your TRACFONE Service active by purchasing and adding one or more airtime cards before the Service End Date. Notwithstanding the Service End Date, TracFone reserves the right to discontinue service and deactivate any TRACFONE or BYOP for which there is no voice, text or Data Services usage for a period of twelve (12) consecutive months. If your Service is deactivated, your Service can be reactivated by purchasing and adding an Airtime Card. Once reactivated, Your TRACFONE or BYOP may be assigned a new phone number. Airtime which remained unused at the time of deactivation will still be available if Service is reactivated within 60 days from the deactivation date otherwise; any unused airtime will be lost.

**6. TRACFONE DATA SERVICES:** With certain TRACFONE phone models, you can download ring tones, graphics, access information services such as news, weather and sports ("Information Services") and utilize multi-media services ("MMS") (ringtones, graphics, Information Services and MMS are

collectively referred to as "Data Services") through TracFone Mobile Web ("WAP"). Data Services are additional Services offered by TracFone, and there is an additional charge or debit of units or data for use of such Services.

In order to purchase, download or access TracFone Data Services, You must have active service and sufficient available airtime or data (for Smartphones). Each time you access the WAP, usage will be deducted ("Access Charges").

Access Charges begin when your TRACFONE or BYOP device makes a data connection. This should occur shortly after you open your browser, send or receive a multi-media message (e.g., a picture), initiate a content download or if WAP access is initiated for any other purpose. Access Charges end when the data connection terminates. This should occur shortly after you close your browser, successfully receive or send a multi-media message (e.g., a picture), after a successful content download or after any other closure of a WAP session. The WAP access duration and the related Access Charges are NOT determined from the exact moment you press a button on your device to open or close the browser.

In addition to the Access Charges, there may be additional charges for any content you select to download ("Content Charge"). The Content Charges vary depending on the type of content you purchase and download. You will be advised of the Content Charges prior to finalizing your purchase. The Data Services you purchase and download may only be used or viewed on the device for which they were purchased and cannot be transferred to any other device, including a new or replacement device. Data Services are non-refundable and non-transferable.

**Purchasing Data Services with Airtime Minutes on Feature Phones:** The charges for Data Services purchases are determined by the last airtime card redeemed and the appropriate dollar-to-minute conversion factor. The charges for Data Services in U.S. Dollars and/or minutes and the dollar-to-minute conversion factor(s) are subject to change at any time without prior notice. The current Dollar-To-Minute Conversion Factors for Data Services may be accessed on the TracFone website. Click on "Airtime" and from the drop down menu select "Apps & More" and then "Cost." The chart details the number of minutes you will be charged for each dollar you spend for the Data Services you purchase.

**Charges for MMS (e.g., picture messaging) on Feature Phones.** You will be charged 1.0 unit to send or receive a multi-media message (the "MMS Charge") and a WAP Access Charge (described below) based upon the time it takes to send or receive the multi-media message.

**Additional Access Charges for Data Services and MMS on Feature Phones.** In addition to Content and MMS Charges, there is always an additional Access Charge of 0.5 units per minute associated with downloading content, accessing/viewing Information Services or utilizing MMS. Total Access Charges will vary depending on the size of the content and the actual time it takes to download the content, access/view the Information Service or utilize MMS.

**Data Plans for TracFone Smartphones.** TracFone Smartphone users may purchase TracFone Data Cards which will provide a specified amount of data access without minute deductions. Data Cards provide a set amount of data access identified on the face of the card, denominated in megabytes or gigabytes. Data Cards do not double or triple, even if redeemed on a phone activated as a double or

triple minutes phone. Data Cards can be added to your phone at any time, as long as the Service is active. Data Cards do not include minutes or service days which must be purchased separately through airtime cards. Unused data will expire upon your Service End Date. Data Cards are available online and at retail locations.

**Modifications, Interruptions, or Discontinuation of Data Service.** TracFone does not guarantee the availability of Data Services at any time and reserves the right to modify, suspend, interrupt, discontinue or permanently cancel Data Services, or portions thereof, without notice. Data Services are not available in all areas. TracFone is not responsible and will not be liable for any modifications, interruptions or discontinuation of the Data Services or for any failure in receipt of the purchased Data Services. If the Data Services, for which you subscribe, are modified, interrupted, discontinued or canceled, TracFone will NOT provide refunds for any used or unused subscription time. If you cancel, or attempt to cancel a Data Service download, a subscription purchase or a multi-media message in progress, or if this process is otherwise interrupted through no action on your part, you may nevertheless be charged in accordance with these Terms.

**Non-Rated Content.** TracFone content is NOT rated and you are solely responsible for the use of such material, which may be offensive or objectionable to you or to others. You agree not to hold TracFone liable for any offensive or objectionable content.

**7. INTERNATIONAL CALLS:** You may place international long distance ("ILD") calls to landlines (and some cellular phones in certain countries) at no additional charge. See [tracfone.com](http://tracfone.com) for available countries and details which are subject to change without prior notice. In order to place an ILD call, you will need to dial the ILD access number 1-800-706-3839 and follow the instructions. From Alaska, Hawaii and the U.S. Virgin Islands, you will need to dial 305-938-5673 as the ILD access number. Airtime deductions for ILD calls begin the moment the ILD access number is dialed. Airtime deductions will apply for dropped or misdialed calls and busy destination numbers. When placing ILD calls, you may experience connection failures more frequently than with domestic calls. TracFone will not credit airtime minutes deducted for unsuccessful calls. Although ILD calling is available to some countries, You will not be able to make or receive calls on your TRACFONE when you are located outside of the United States, Puerto Rico or the U.S. Virgin Islands.

TRACFONE International Neighbors is a service that enables callers in Mexico to set up a local number to ring on a TRACFONE in the US. See the TracFone website or call 1-800-867-7183 for further details.

**8. EMERGENCY CALLS:** If you are in an area where your TRACFONE is searching for a wireless signal or there is no wireless signal or wireless service, it is highly probable that a call to 911 will not go through. Do not rely solely on your TRACFONE in an emergency situation. In an emergency, locate the nearest landline phone and call for help.

**9. UNAUTHORIZED USAGE; TAMPERING:** The TRACFONE handset is sold exclusively for use by you, the end consumer, with the TRACFONE Service available solely in the United States, Puerto Rico and the U.S. Virgin Islands. Any other use of your TRACFONE handset, including without limitation, any resale, unlocking and/or reflashing of the handset is unauthorized and constitutes a violation of your agreement with TracFone. You agree not to unlock, refresh, tamper with or alter your TRACFONE or its software, enter unauthorized PIN numbers, engage in any other unauthorized or illegal use of your TRACFONE or the Service, or assist others in such acts, or to sell and/or export TRACFONE

handsets outside of the United States. These acts violate TRACFONE's rights and state and federal laws. Improper, illegal or unauthorized use of your TRACFONE is a violation of this agreement and may result in immediate discontinuation of Service and legal action. TRACFONE will prosecute violators to the full extent of the law. You agree that any violation of this agreement through your improper, illegal or unauthorized use or sale of your TRACFONE shall entitle TracFone to recover liquidated damages from you in an amount not less than \$5,000 per TRACFONE handset purchased, sold, acquired or used in violation of this agreement.

Some TRACFONE handsets have SIM cards. If your TRACFONE has a SIM card, then you agree to safeguard your SIM card and not to allow any unauthorized person to use your SIM card. You agree not to, and not to allow any other person to, directly or indirectly extract, alter, bypass, copy, deactivate, remove, reverse-engineer or otherwise circumvent, clone or reproduce the encoded information stored on, or the encryption mechanisms of, your SIM card or TRACFONE Phone via any software and/or hardware methods. The Carriers, TracFone, or its service providers, may, from time to time, remotely update or change the encoded information on your SIM card. You may not use Your Service when you are located anywhere outside of the United States, Puerto Rico or the U.S. Virgin Islands, including offshore or in international waters. Any such usage is considered unauthorized for which your Service will be immediately suspended. In the event of suspension for this or any other unauthorized usage, you will not be entitled to receive any refunds for your handset or unused airtime.

**10. COVERAGE MAPS:** You will find coverage maps on our website, [tracfone.com](http://tracfone.com). These maps are for general informational purposes only. However, TracFone does not guarantee coverage, service availability or the rate charged for any particular call. Even within a coverage area, factors such as terrain, weather, structures, foliage, signal strength, traffic volumes, service outages, network changes, technical limitations, and your equipment may interfere with actual service, quality and availability. Thus, it is possible your phone will roam even in the area depicted as your home calling area. Actual coverage and service areas may vary from the maps and may change without notice.

**11. ROAMING:** "Roaming" occurs when a subscriber of one wireless service provider uses the facilities of another wireless service provider. Roaming usually occurs when you make and receive calls outside of your network coverage area. When your TRACFONE is roaming, an indicator light on your handset may display the word "Roam" or "RM" on the screen while the phone is not in use. For most TRACFONE models, roaming calls are charged one (1) unit of airtime per minute, the same as all other calls. For some older TRACFONE models, roaming calls may be charged at the rate of two (2) units of airtime per minute. Even if you are using your TRACFONE in your network coverage area, roaming can occur if there is a high volume of callers in the area, if your Carrier's signal is too weak or for other reasons. Instead of having a call blocked or dropped, your device might use another's Carrier's tower or network to enable your call to go through. Thus, roaming is based on the Carrier tower receiving and transmitting the call; not your physical location at the time the call is made. If you have one of the older TracFone models that deduct 2 units per minute of use when roaming, you should check the roaming indicator on your TRACFONE to determine actual areas where the roaming rate applies. When the TRACFONE roaming indicator is displayed, the roaming rate will apply to calls made or received in that area at that time. Availability, quality of coverage and Services while roaming are not guaranteed. TRACFONE Smartphones and BYOP phones do not roam.

**12. LIMITATIONS OF SERVICE AND USE OF EQUIPMENT:** Service is subject to transmission limitations caused by certain equipment and compatibility issues, atmospheric, topographical and

other conditions. Further, Service may be temporarily refused, limited, interrupted or curtailed due to system capacity limitations, technology migration or limitations imposed by the Carrier, or because of equipment modifications, upgrades, repairs or relocations or other similar activities necessary or proper for the operation or improvement of the Carrier's radio telephone system. TracFone reserves the right to substitute or replace any TracFone equipment (including handsets) with other TracFone equipment of comparable quality. TracFone cannot and does not guarantee that your communications will be private or secure. Although it is illegal for unauthorized people to intercept your communications, such interceptions can occur. Some functions and features referenced in the Manufacturer's manual for a particular TRACFONE may not be available on your device. TracFone does not warrant or guarantee availability of the network or of any Services at any specific time or geographic location or that the Services will be provided without interruption. Neither TracFone, nor any Carrier, shall have any liability for Service failures, outages or limitations of Service. Because of the risk of being struck by lightning, you should not use your phone outside during a lightning storm. You should also unplug your phone's power cord and charger to avoid electrical shock and/or fire during a lightning storm.

**13. LIMITED WARRANTY:** A new or reconditioned TRACFONE is covered by a one year limited warranty, set forth below, administered by TracFone. TracFone accessories have a 90-day limited warranty against defects in materials and workmanship under normal use by the purchaser.

**How to obtain Warranty Service.** To obtain warranty service from TracFone on a new or reconditioned phone or TracFone accessories, please contact Technical Support at 1-800-867-7183. If your problem cannot be resolved over the phone, our TracFone technicians will provide you with a Ticket Number, which you will use to send your phone and/or accessories to the designated TracFone Service Center for repair or replacement, at TracFone's discretion.

**Terms of Limited Warranty.** TracFone warrants to you, the Customer, that your TRACFONE ("Product") is free from defects in material and workmanship that result in Product failure during normal usage, according to the following terms and conditions:

(1) The limited warranty for the Product extends for one (1) year beginning on the date of the purchase of the Product.  
(2) The limited warranty extends only to the original purchaser ("Consumer") of the Product and is not assignable or transferable to any subsequent purchaser or end-user.  
(3) The limited warranty extends only to Consumers who purchase the Product in its original packaging from an authorized dealer.  
(4) During the limited warranty period, TracFone will replace or repair, at TracFone's sole option, any defective Products or parts (except as excluded below), or any Products or parts that will not properly operate for their intended use (except as excluded below) with new or refurbished replacement Products or parts if such replacement or repair is needed because of Product malfunction or failure during normal usage. TracFone may, at its sole discretion, replace the Product with a refurbished phone of the same model if available, or if not available, of a comparable model. The limited warranty does not cover loss of personal information, passwords, contacts, music, ringtones, pictures, videos, applications or other content, memory cards, software, defects in appearance, cosmetic, decorative or structural items, including framing, and any non-operative parts. TracFone's limit of liability under this limited warranty is the actual cash value of the Product at the time the Consumer returns the Product to TracFone for repair, determined by the price paid by the Consumer for the Product less a reasonable amount for usage and depreciation. TracFone shall not be liable for any other losses or damages. These remedies are the Consumer's exclusive remedies for breach of this limited warranty.

- (5) Upon request from TracFone, the Consumer must prove the date of the original purchase of the Product by a dated bill of sale or dated itemized receipt.
- (6) The Consumer shall have no coverage or benefits under this limited warranty if any of the following conditions are applicable:
  - a) The Product has been subjected to abnormal use or conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, connections or repairs, misuse, neglect, abuse, accident, alteration, improper installation, or other acts which are not the fault of TracFone, including damage caused by shipping.
  - b) The Product has been damaged from external causes such as collision with an object, or from fire, flooding, sand, dirt, windstorm, lightning, earthquake or damage from exposure to weather conditions, an Act of God, or battery leakage, theft, blown fuse, or improper use of any electrical source, damage caused by computer or internet viruses, bugs, worms, Trojan Horses, cancelbots or damage caused by the connection to other products not recommended for interconnection by TracFone.
  - c) TracFone was not advised in writing by the Consumer of the alleged defect or malfunction of the Product within fourteen (14) days after the expiration of the applicable limited warranty period.
  - d) The Product serial number plate or the enhancement data code has been removed, defaced or altered.
  - e) The defect or damage was caused by viruses or other software problems introduced into the Product.
- (7) TracFone does not warrant uninterrupted or error-free operation of the Product or Service.
- (8) TRACFONE EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR USE. THE FOREGOING LIMITED WARRANTY IS THE CONSUMER'S SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. TRACFONE SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF ANTICIPATED BENEFITS OR PROFITS, LOSS OF SAVINGS OR REVENUE, LOSS OF DATA, PUNITIVE DAMAGES, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT, COST OF CAPITAL, COST OF ANY SUBSTITUTE EQUIPMENT OR FACILITIES, DOWNTIME, THE CLAIMS OF ANY THIRD PARTIES, INCLUDING CUSTOMERS, AND INJURY TO PROPERTY, RESULTING FROM THE PURCHASE OR USE OF THE PRODUCT OR ARISING FROM BREACH OF THE WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT, OR ANY OTHER LEGAL OR EQUITABLE THEORY, EVEN IF TRACFONE KNEW OF THE LIKELIHOOD OF SUCH DAMAGES. TRACFONE SHALL NOT BE LIABLE FOR DELAY IN RENDERING SERVICE UNDER THE LIMITED WARRANTY, LOSS OF USE DURING THE PERIOD THAT THE PRODUCT IS RETURNED FOR REPLACEMENT OR WARRANTY SERVICE OR FOR THE LOSS OR UNAUTHORIZED USE OF CUSTOMER PASSWORDS, PERSONAL INFORMATION, CONTACTS, PICTURES, VIDEOS, APPLICATIONS, MUSIC, RINGTONES OR OTHER CONTENT.
- (9) Some states do not allow the exclusion or limitation of incidental and consequential damages, so certain of the above limitations or exclusions may not apply to you (the Consumer). This limited warranty gives the Consumer specific legal rights and the Consumer may also have other rights which vary from state to state.
- (10) TracFone neither assumes nor authorizes any authorized service center or any other person or entity to assume for it any other obligation or liability beyond that which is expressly provided for in this limited warranty including the provider or seller of any extended warranty or service agreement.
- (11) This is the entire warranty between TracFone and the Consumer, and supersedes all prior and

contemporaneous agreements or understandings, oral or written, relating to the Product, and no representation, promise or condition not contained herein shall modify these terms.

**14. DISCLAIMER OF WARRANTIES:** EXCEPT FOR THE LIMITED WARRANTY SET FORTH IN THESE TERMS AND CONDITIONS, AND TO THE EXTENT PERMITTED BY LAW, TRACFONE SERVICES AND DEVICES ARE PROVIDED ON AN "AS IS" AND "WITH ALL FAULTS" BASIS AND WITHOUT WARRANTIES OF ANY KIND. WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING YOUR SERVICE OR YOUR DEVICE.

**15. LIMITATION OF LIABILITY:** TracFone will not be liable to you for any indirect, special, incidental, consequential, exemplary or punitive damages of any kind, including lost profits (regardless of whether it has been notified such loss may occur) by reason of any act or omission in its provision of equipment and Services. TracFone will not be liable for any act or omission of any other company furnishing a part of our Services or any equipment or for any damages that result from any Service or equipment provided by or manufactured by third parties.

**16. INDEMNIFICATION:** You agree to indemnify and hold harmless TracFone from any and all liabilities, penalties, claims, causes of action, and demands brought by third parties (including the costs, expenses, and attorneys' fees on account thereof) resulting from your use of a TRACFONE and/or TracFone Services including with a BYOP device, whether based in contract or tort (including strict liability) and regardless of the form of action.

**17. DISPUTE RESOLUTION:** You agree that you will first contact us with any dispute and provide a written description of the nature of the dispute, all relevant documents and other information concerning the dispute and your proposed resolution before taking any formal action. If we are unable to reach a resolution of your dispute within 60 days of your notice to us, you agree that instead of filing a lawsuit or small claims action in a court of law, you will submit the dispute to binding arbitration as set forth in this provision. You may forward your dispute to: TracFone Wireless, Inc., Attn: Dispute Resolution Department, 9700 NW 112 Avenue, Miami, FL 33178.

**BINDING ARBITRATION:** PLEASE READ THIS SECTION CAREFULLY AS IT AFFECTS RIGHTS THAT YOU MAY OTHERWISE HAVE. IT PROVIDES FOR RESOLUTION OF ALL DISPUTES AND CLAIMS (INCLUDING ONES THAT ALREADY ARE THE SUBJECT OF LITIGATION) EXCEPT FOR CLAIMS CONCERNING THE UNAUTHORIZED SALE, EXPORT, ALTERATION AND/OR TAMPERING OF YOUR TRACFONE, ITS SOFTWARE, THE SERVICE AND/OR PIN NUMBERS, THROUGH ARBITRATION INSTEAD OF SUING IN COURT IN THE EVENT THE PARTIES ARE UNABLE TO RESOLVE A DISPUTE OR CLAIM. ARBITRATION IS BINDING AND SUBJECT TO ONLY A VERY LIMITED REVIEW BY A COURT. THIS ARBITRATION CLAUSE SHALL SURVIVE TERMINATION OF TRACFONE'S AGREEMENT WITH YOU. This provision is intended to encompass all disputes or claims arising out of your relationship with TracFone, arising out of or relating to the Service or any equipment used in connection with the Service (whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory). Nothing contained in this arbitration provision shall preclude TracFone from bringing claims concerning the unauthorized sale, export, alteration, and/or tampering of your TRACFONE, its software, the Service and/or PIN numbers in state or federal court. References to you and TracFone include our respective subsidiaries, affiliates, predecessors in interest, successors, and assigns. All claims will be resolved by binding arbitration where permitted by law. You must first present any claim or

dispute to TracFone by contacting our Executive Resolution Department (as indicated above) to allow an opportunity to resolve the dispute prior to initiating arbitration. The arbitration of any dispute or claim shall be conducted in accordance with the American Arbitration Association ("AAA") under the Commercial Dispute Resolution Procedures and the Supplementary Procedures for Consumer Related Disputes (collectively "AAA Rules"), as modified by this agreement. The AAA Rules are available online at [www.adr.org](http://www.adr.org) or by calling the AAA a 1-800-778-7879. You and TracFone agree that use of the Service evidences a transaction in interstate commerce and this arbitration provision will be interpreted and enforced in accordance with the Federal Arbitration Act and federal arbitration law. You and TracFone agree that any arbitration will be conducted on an individual basis and not on a consolidated, class wide or representative basis. Further, you agree that the arbitrator may not consolidate proceedings or more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If the preclusion of consolidated, class wide or representative proceedings is found to be unenforceable, then this entire arbitration clause shall be null and void. All fees and expenses of arbitration will be divided between you and TracFone in accordance with the WIA Rules, except that TracFone will reimburse you for the amount of the filing fee in the event you prevail in the arbitration. Each party will bear the expenses of its own counsel, experts, witnesses, and preparation and presentation of evidence. If for any reason this arbitration provision is deemed inapplicable or invalid, or to the extent this arbitration provision allows for litigation of disputes in court, you waive to the fullest extent permitted by law, (i) the right to a trial by jury and (ii) any claims for punitive or exemplary damages. Unless TracFone and you agree otherwise, the location of any arbitration shall be in the state where You reside or in Miami, Florida. Either or both parties may participate in the proceedings by telephone. TracFone and You agree that no arbitrator has the authority to award punitive damages or any other damages not measured by the prevailing party's actual damages. Neither You nor TracFone shall disclose the existence, contents, or results of any arbitration except to the extent required by law. Judgment on the award rendered may be entered by any court having jurisdiction thereof.

**18. GOVERNING LAW:** This Agreement shall be construed under the laws of the state in which you, the customer, reside, without regard to the state's choice of law rules, except for the arbitration provision contained in these Terms, which will be governed by the Federal Arbitration Act.

**19. PRIVACY POLICY:** To view the TracFone Privacy Policy, refer to the TracFone website found at [tracfone.com](http://tracfone.com).

 All rights reserved. The spiracle logo, TracFone and TracFone Wireless are registered trademarks of TracFone Wireless, Inc. a subsidiary of América Móvil (NYSE: AMX).

© 2013 TracFone Wireless, Inc.

Updated 11/14/2013

**WARNING:** This product contains chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

**Wash hands after handling.**

**HAC**

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

**Part 15.19 statement**

This device complies with part 15 of 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 causes undesired operation.

**Body-worn Operation**

This device was tested for typical use with the back of the phone kept 0.59 inches (1.5 cm) from the body. To comply with FCC RF exposure requirements, a minimum separation distance of 0.59 inches (1.5 cm) must be maintained between the user's body and the back of the phone. Third-party belt-clips, holsters, and similar accessories containing metallic components may not be used. Avoid the use of accessories that cannot maintain 0.59 inches (1.5 cm) distance between the user's body and the back of the phone and have not been tested for compliance with FCC RF exposure limits.

**Consumer Information About Radio Frequency Emissions**

Your wireless phone, which contains a radio transmitter and receiver, emits radio frequency energy during use. The following consumer information addresses commonly asked questions about the health effects of wireless phones.

**Are wireless phones safe?**

Scientific research on the subject of wireless phones and radio frequency ("RF") energy has been conducted worldwide for many years, and continues. In the United States, the Food and Drug Administration ("FDA") and the Federal Communications Commission ("FCC") set policies and procedures for wireless phones. The FDA issued a website publication on health issues related to cell phone usage where it states, "The scientific community at large ...believed that the weight of scientific evidence does not show an association between exposure to radiofrequency (RF) from cell phones and adverse health outcomes. Still the scientific community does recommend conducting additional research to address gaps in knowledge. That research is being conducted around the world and FDA continues to monitor developments in this field. You can access the joint FDA/ FCC website at <http://www.fda.gov> (under "c" in the subject index, select Cell Phones > Research). You can also contact the FDA toll-free at (888) 463-6332 or (888) INFOFDA. In June 2000, the FDA entered into a cooperative research and development agreement through which additional scientific research is being conducted. The FCC issued its own website publication stating that "there is no scientific evidence that proves that wireless phone usage can lead to cancer or a variety of other problems, including



## HEALTH AND SAFETY INFORMATION

headaches, dizziness or memory loss." This publication is available at <http://www.fcc.gov/cgb/cellular.html> or through the FCC at (888) 225-5322 or (888) CALL-FCC.

#### **What does "SAR" mean?**

In 1996, the FCC, working with the FDA, the U.S. Environmental Protection Agency, and other agencies, established RF exposure safety guidelines for wireless phones in the United States. Before a wireless phone model is available for sale to the public, it must be tested by the manufacturer and certified to the FCC that it does not exceed limits established by the FCC. One of these limits is expressed as a Specific Absorption Rate, or "SAR." SAR is a measure of the rate of absorption of RF energy in the body. Tests for SAR are conducted with the phone transmitting at its highest power level in all tested frequency bands. Since 1996, the FCC has required that the SAR of handheld wireless phones not exceed 1.6 watts per kilogram, averaged over one gram of tissue. Although the SAR is determined at the highest power level, the actual SAR value of a wireless phone while operating can be less than the reported SAR value. This is because the SAR value may vary from call to call, depending on factors such as proximity to a cell site, the proximity of the phone to the body while in use, and the use of hands-free devices. For more information about SARs, see the FCC's OET Bulletins 56 and 65 at [http://www.fcc.gov/Bureaus/Engineering\\_Technology/Documents/bulletins](http://www.fcc.gov/Bureaus/Engineering_Technology/Documents/bulletins) or visit the Cellular Telecommunications Industry Association website at [http://www.ctia.org/consumer\\_info/index.cfm/AID/10371](http://www.ctia.org/consumer_info/index.cfm/AID/10371). You may also wish to contact the manufacturer of your phone.

#### **Can I minimize my RF exposure?**

If you are concerned about RF, there are several simple steps you can take to minimize your RF exposure. You can, of course, reduce your talk time. You can place more distance between your body and the source of the RF, as the exposure level drops off dramatically with distance. The FDA/FCC website states that "hands-free kits can be used with wireless phones for convenience and comfort. These systems reduce the absorption of RF energy in the head because the phone, which is the source of the RF emissions, will not be placed against the head. On the other hand, if the phone is mounted against the waist or other part of the body during use, then that part of the body will absorb more RF energy. Wireless phones marketed in the U.S. are required to meet safety requirements regardless of whether they are used against the head or against the body. Either configuration should result in compliance with the safety limit". Also, if you use your wireless phone while in a car, you can use a phone with an antenna on the outside of the vehicle. You should also read and follow your wireless phone manufacturer's instructions for the safe operation of your phone.

#### **Do wireless phones pose any special risks to children?**

The FDA/FCC website states that "the scientific evidence does not show a danger to users of wireless communication devices, including children". The FDA/FCC website further states that "some groups sponsored by other national governments have advised that children be discouraged from using wireless phones at all". For example, the Stewart Report from the United Kingdom ("UK") made such a recommendation in December 2000. In this report a group of independent experts noted that no evidence exists that using a cell phone causes brain tumors or other ill effects. [The UK's] recommendation to limit cell phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists. A copy of the UK's leaflet is available at <http://www.dh.gov.uk> (search "mobile"), or you can write to: NRPB, Chilton, Didcot, Oxon OX11 0RQ, United Kingdom. Copies of the UK's annual reports on mobile phones and RF are available online at [www.iegmp.org.uk](http://www.iegmp.org.uk) and <http://www.hpa.org.uk/radiation/> (search "mobile"). Parents who wish to reduce their children's RF exposure may choose to restrict their children's wireless phone use.

#### **Where can I get further information about RF emissions?**

For further information, see the following additional resources (websites current as of April 2005):

##### **U.S. Food and Drug Administration**

FDA Consumer magazine November-December 2000  
Telephone: (888) INFO-FDA  
<http://www.fda.gov> (Under "c" in the subject index, select Cell Phones > Research.)

##### **U.S. Federal Communications Commission**

445 12th Street, S.W.  
Washington, D.C. 20554  
Telephone: (888) 225-5322  
<http://www.fcc.gov/oet/rfsafety>

##### **Independent Expert Group on Mobile Phones**

<http://www.iegmp.org.uk>

##### **Royal Society of Canada Expert Panels on Potential Health Risks of Radio Frequency Fields from Wireless Telecommunication Devices**

283 Sparks Street  
Ottawa, Ontario K1R 7X9  
Canada  
Telephone: (613) 991-6990  
[http://www.rsc.ca/index.php?page=Expert\\_Panels\\_RF &Lang\\_id=120](http://www.rsc.ca/index.php?page=Expert_Panels_RF &Lang_id=120)

##### **World Health Organization**

Avenue Appia 20  
1211 Geneva 27  
Switzerland  
Telephone: 011 41 22 791 21 11  
<http://www.who.int/mediacentre/factsheets/fs193/en/>

##### **International Commission on Non-Ionizing Radiation Protection c/o Bundesamt fur Strahlenschutz**

Ingolstaedter Landstr. 1  
85764 Oberschleissheim  
Germany  
Telephone: 011 49 1888 333 2156  
<http://www.icnirp.de>

##### **American National Standards Institute**

1819 L Street, N.W., 6th Floor  
Washington, D.C. 20036  
Telephone: (202) 293-8020  
<http://www.ansi.org>

**National Council on Radiation Protection and Measurements**

7910 Woodmont Avenue, Suite 800  
Bethesda, MD 20814-3095  
Telephone: (301) 657-2652  
<http://www.ncrponline.org>

**Engineering in Medicine and Biology Society, Committee on Man and Radiation (COMAR) of the Institute of Electrical and Electronics Engineers**  
<http://ewh.ieee.org/soc/emb/comar/>**Consumer Information on SAR (Specific Absorption Rate)**

This model phone meets the Government's requirements for exposure to radio waves. Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radiofrequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government. These FCC exposure limits are derived from the recommendations of two expert organizations, the National Council on Radiation Protection and Measurement (NCRP) and the Institute of Electrical and Electronics Engineers (IEEE). In both cases, the recommendations were developed by scientific and engineering experts drawn from industry, government, and academia after extensive reviews of the scientific literature related to the biological effects of RF energy.

The exposure limit for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR is a measure of the rate of absorption of RF energy by the human body expressed in units of watts per kilogram (W/kg). The FCC requires wireless phones to comply with a safety limit of 1.6 watts per kilogram (1.6 W/kg). The FCC exposure limit incorporates a substantial margin of safety to give additional protection to the public and to account for any variations in measurements.

Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands. Although SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. Because the phone is designed to operate at multiple power levels to use only the power required to reach the network, in general, the closer you are to a wireless base station antenna, the lower the power output.

Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model.

The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. The highest SAR value for this model phone when tested for use at the ear is 1.18 W/kg and when worn on the body, as described in this user's manual, is 1.20 W/kg. While there may be differences between SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure.

SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/ea/fccid/> after searching on FCC ID ZNFL39C.

To find information that pertains to a particular model phone, this site uses the phone FCC ID number which is usually printed somewhere on the case of the phone. Sometimes it may be necessary to remove the battery pack to find the number. Once you have the FCC ID number for a particular phone, follow the instructions on the website and it should provide values for typical or maximum SAR for a particular phone.

Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) website at <http://www.ctia.org/>

\*In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

**FCC Hearing-Aid Compatibility (HAC) Regulations for Wireless Devices**

On July 10, 2003, the U.S. Federal Communications Commission (FCC) Report and Order in WT Docket 01-309 modified the exception of wireless phones under the Hearing Aid Compatibility Act of 1988 (HAC Act) to require digital wireless phones be compatible with hearing-aids. The intent of the HAC Act is to ensure reasonable access to telecommunications services for persons with hearing disabilities. While some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate.

The wireless telephone industry has developed a rating system for wireless phones, to assist hearing device users to find phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label located on the box. The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.

**M-Ratings:** Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled. M4 is the better/ higher of the two ratings.

**T-Ratings:** Phones rated T3 or T4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled. T4 is the better/ higher of the two ratings.

Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating. Higher ratings mean that the hearing device is relatively immune to interference noise. The hearing aid and wireless phone rating values are then added together. A sum of 5 is considered acceptable for normal use. A sum of 6 is considered for best use.



In the example above, if a hearing aid meets the M2 level rating and the wireless phone meets the M3 level rating, the sum of the two values equal M5. This should provide the hearing aid user with "normal usage" while using their hearing aid with the particular wireless phone. "Normal usage" in this context is defined as a signal quality that's acceptable for normal operation.

The M mark is intended to be synonymous with the U mark. The T mark is intended to be synonymous with the UT mark. The M and T marks are recommended by the Alliance for Telecommunications Industries Solutions (ATIS). The U and UT marks are referenced in Section 20.19 of the FCC Rules. The HAC rating and measurement procedure are described in the American National Standards Institute (ANSI) C63.19 standard.

When you're talking on a cell phone, it's recommended that you turn the BT (Bluetooth) or WLAN mode off for HAC.

#### For information about hearing aids and digital wireless phones

##### Wireless Phones and Hearing Aid Accessibility

<http://www.accesswireless.org/>

##### Gallaudet University, RERC

<http://tap.gallaudet.edu/Voice/>

##### FCC Hearing Aid Compatibility and Volume Control

<http://www.fcc.gov/cgb/dro/hearing.html>

##### The Hearing Aid Compatibility FCC Order

[http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/FCC-03-168A1.pdf](http://hraunfoss.fcc.gov/edocs_public/attachmatch/FCC-03-168A1.pdf)

##### Hearing Loss Association of America [HLAA]

<http://hearingloss.org/content/telephonesand-mobile-devices>

#### Part 15.105 statement

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 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 into 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.

\*Service not available everywhere.

\*Information subject to change.

#### Part 15.21 statement

Changes or modifications that are not expressly approved by the manufacturer could void the user's authority to operate the equipment.

#### Battery information and care

Always unplug the charger from the wall socket after the phone is fully charged to save unnecessary power consumption of the charger.

- To reduce risk of fire or burns, do not expose to temperature above 60°C (140°F), or dispose of in fire.
- To reduce risk of fire or burns, do not dispose of in fire or water.
- Do not disassemble or open, crush, bend or deform, puncture or shred.
- There is a danger of explosion if battery is incorrectly replaced. To reduce risk of fire or burns, do not disassemble, crush, puncture, short external contacts, expose to temperature above 60°C (140°F), or dispose of in fire or water. Keep this product away from excessive moisture and extreme temperatures. Keep the battery or device dry and away from water or any liquid as it may cause a short circuit.
- Avoid using your phone near strong electromagnetic sources, such as microwave ovens, sound speakers, TV and radio.
- Use only original manufacturer-approved accessories, or accessories that do not contain any metal. Please only use an approved charging accessory to charge your LG phone. Improper handling of the Accessory/Charger Port, as well as the use of an incompatible charger, may cause damage to your phone and void the warranty.
- Only use the approved battery charger. Otherwise, you may cause serious damage to your phone. Danger of explosion if battery is incorrectly replaced. To reduce risk of fire or burns,
- Do not disassemble, crush, puncture, short external contacts
- Do not expose to temperature above 60°C (140°F), or dispose of in fire or water.
- Replace only with specified batteries.
- Recycle or dispose of used batteries according to the local regulations or reference guide supplied with your product.
- Do not allow the leaking fluid to come in contact with skin or clothing. If contact occurs, flush the affected area immediately with clean water and seek medical advice.
- Do not allow the leaking fluid to come in contact with eyes. If contact occurs, DO NOT rub; rinse with clean water immediately and seek medical advice.
- Take extra precautions to keep a leaking battery away from fire as there is a danger of ignition or explosion.

Violation of the instructions may cause minor or serious damage to the product.

- Do not disassemble or open crush, bend or deform, puncture or shred.
- Do not modify or remanufacture, attempt to insert foreign objects into the battery, immerse or expose to water or other liquids, expose to fire, explosion or other hazard.
- Only use the battery for the system for which it is specified.
- Only use the battery with a charging system that has been qualified with the system per this standard. Use of an unqualified battery or charger may present a risk of fire, explosion, leakage, or other hazard.
- Do not short circuit a battery or allow metallic conductive objects to contact battery terminals.
- Replace the battery only with another battery that has been qualified with the system per this standard, IEEE-Std-1725-200x. Use of an unqualified battery may present a risk of fire, explosion, leakage or other hazard.
- Promptly dispose of used batteries in accordance with local regulations.
- To reduce risk of fire or burns, do not expose to temperature above 60°C (140°F), or dispose of in fire.
- To reduce risk of fire or burns, do not dispose of in fire or water.
- Do not disassemble or open crush, bend or deform, puncture or shred
- Do not disassemble or open crush, bend or deform, puncture or shred
- Danger of explosion if battery is incorrectly replaced. To reduce risk of fire or burns, do not disassemble, crush, puncture, short external contacts, expose to temperature above 60°C (140°F), or dispose of in fire or water. Keep this product away from excessive moisture and extreme temperatures. Keep the battery or device dry and away from water or any liquid as it may cause a short circuit.
- Avoid using your phone near strong electromagnetic sources, such as microwave ovens, sound speakers, TV and radio.
- Use only original manufacturer-approved accessories, or accessories that do not contain any metal. Please only use an approved charging accessory to charge your LG phone. Improper handling of the Accessory/Charger Port, as well as the use of an incompatible charger, may cause damage to your phone and void the warranty.
- Only use the approved battery charger. Otherwise, you may cause serious damage to your phone.