

A decorative graphic in the bottom-left corner of the page, featuring large, overlapping, curved segments in orange, purple, blue, and pink, mirroring the colors in the GreatCall logo.

Quick-Start Guide

Welcome to GreatCall!

Thank you for purchasing the Jitterbug® cell phone. This Quick Start Guide will help you activate and set up your Jitterbug so you can enjoy the best cell phone experience around. Once you're set up and calling, you can learn more about the benefits of being a GreatCall customer in your How-To Guide, contained in this package.

Important: Please do not turn your phone on until you are instructed to do so in the activation process.

There are five simple steps required to activate your Jitterbug phone.


Important: Please do not turn on your phone until a representative or the website instructs you to do so. If you've turned it on, please turn it off until instructed otherwise.

Step 1: Locate your serial number as you will need it to set up the phone. You can find it either on the side of your Jitterbug box, or on the Activation Card you received in the Jitterbug box. It will look like this, featuring an 18-digit number:

**MEID-DEC:
123456789012345678**


Step 2: You can activate your phone in one of two ways:

1. From your home phone or another phone, call us at **1-866-482-1424**.
2. Visit us at www.greatcall.com/activate.

Step 3: The website or an operator will guide you through the activation process. At some point, you will be instructed to insert the battery and turn on your Jitterbug. To turn on your Jitterbug, simply press the  button. Once powered on, you will see screen 1:

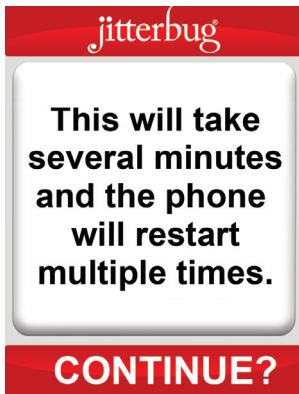
Screen 1




When ready, the website or operator will instruct you to press the  button.

Important: Please ensure you keep your phone OPEN until activation is complete.


Screen 2



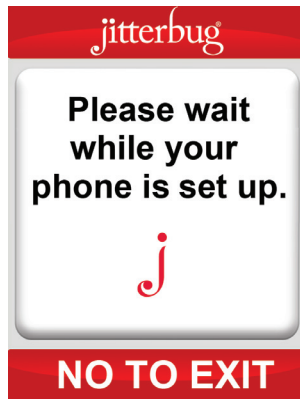
Your phone will now show screen 2, indicating your phone is ready to begin the activation process. The website or operator will instruct you to press the  button.

NOTE

Activation could take several minutes or in rare cases up to several hours. It is recommended you charge your phone throughout the activation process using your wall charger to eliminate any possible interruptions.

Step 4: After you press the  button the second time, the phone will continue the activation process. You will see several screens until your phone is activated and ready to use.

Screen 3



Screen 4




If for some reason you encounter any issues during activation, just give us a call at [1-866-482-1424](tel:1-866-482-1424) and we will get you set up in no time!

Step 5: Hit the  button one last time to begin using your Jitterbug Plus!


Now that your Jitterbug is ready to go, we encourage you to set up a mygreatcall.com account. On mygreatcall.com, you can pay your bill online, view your minute usage, add helpful apps and services, and even add phone numbers into your Jitterbug Phone Book. Phone numbers will automatically update and appear right in your phone!

[Mygreatcall.com](http://mygreatcall.com) is your online home for everything you need to get the most out of your new Jitterbug Plus cell phone. To set up your account, visit www.mygreatcall.com and follow the online instructions.





Making Your First Call:

1. When you open your Jitterbug, you will hear a dial tone to indicate that service is available. If service is not available, there will be no dial tone and you will see **“No Service”** on the Inside Display.
2. Dial the full ten-digit number using your keypad. You may be required to dial the number **“1”** first before placing a call in some areas.
3. Press the  button to place the call when you are finished dialing.



If you accidentally press a wrong button, press the  button to back up and delete the last number.

Using The Phone Book To Make A Call

1. Starting from the Main Screen, use the “Up/Down”  button and press the  button when “Phone Book” is highlighted in gray in the middle of the Inside Display.
2. Press the “Up/Down”  button to scroll through the contacts in your Phone Book.
3. When you find the desired name and number, press the  button to place the call. You will see “Calling...” on the Inside Display followed by “Connected.”

Indicators Of An Incoming Call:

If your Jitterbug is closed:

1. The Indicator Light on the front of your Jitterbug flashes.
2. The phone number of the person calling will appear on the Outside Display.

If your Jitterbug is open:


1. If the caller's number is stored in your Phone Book then the name and number will appear on the Inside Display.
2. If the caller cannot be identified, you may not see the phone number or you may see "Unavailable" or "Restricted."

Answering A Call

If your Jitterbug is closed:

1. If the caller's name and number are stored in your Phone Book or the caller ID is recognized, either the name or the phone number appears on the Outside Display.
2. Open your Jitterbug when you hear it ring. The Ring Tone will stop when the phone is opened.
3. A **“Connected”** message will appear on the Inside Display and the caller's voice can be heard through the earpiece speaker.

If your Jitterbug is open:

1. When **“ANSWER?”** appears on the Inside Display, press the  button to connect.
2. A **“Connected”** message will appear on the Inside Display and the caller's voice will be heard through the earpiece speaker.

Ending A Call

To end a call, press the  button or close your Jitterbug.

Adjusting The Earpiece Speaker Volume

Press the Volume Button on the upper left-hand side of the phone either up or down until the sound reaches a comfortable level. Your Jitterbug has three volume options for your earpiece speaker and can be adjusted while on a call.

Adjusting The Ringer Volume



1. Open your Jitterbug and confirm it's on.
2. Press the volume button on the side of the phone to adjust your settings. Press up to increase the volume or down to decrease it.

Calling Operator Assistance¹

Live Operators are available 24/7 and can help you:

- Update and manage your Phone Book.
- Look up a residential, business or government phone number.
- Connect you to any number in the U.S. or Canada.
- Place calls to anyone in your Phone Book.

It's easy to call an Operator, just follow these three steps:

1. Open your Jitterbug.
2. Press the  button on the keypad.
3. Press the  button to place the call.

Coverage and service are not available everywhere. Other charges and restrictions may apply. ¹ There are no additional fees to call GreatCall's 24-hour U.S. Based Customer Service. However, for calls to an Operator in which a service is completed, minutes will be deducted from your monthly balance equal to the length of the call and any call connected by the Operator, plus an additional 5 minutes, except on the Simply Unlimited rate plan. Jitterbug and GreatCall are registered trademarks of GreatCall, Inc. Samsung is a registered trademark of Samsung Electronics Co., Ltd. Copyright ©2012 Samsung Telecommunications America, LLC. Copyright ©2012 GreatCall, Inc.

Model SCH-R220



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Model SCH-R220 / Dual Band / Part # GH68-36426A

