

Thank you for choosing the Jitterbug® Flip2

The Jitterbug Flip2 is the easiest Jitterbug® phone ever with a large screen, big buttons, simple list-based menu, powerful speaker, voice calling and texting with Amazon Alexa, and a dedicated Urgent Response button for help 24/7. With the Jitterbug Flip2, you'll enjoy exclusive access to the Lively® Response Team, giving you peace of mind, wherever you go.

For additional resources, including how-to cards and videos, visit lively.com/fliplearn.

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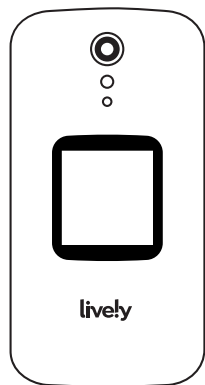
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Section 1: Getting Started

Topics

- Key Items in Your Box
- Your Jitterbug Flip2
- Charging the Battery
- Turning Your Phone On (1st time)
- Outside Screen Overview
- Inside Screen Overview
- Main Menu
- Status Bar
- Title Bar
- Navigation Buttons

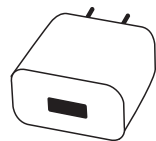
Key Items in Your Box



Jitterbug Flip2



USB-C Cable

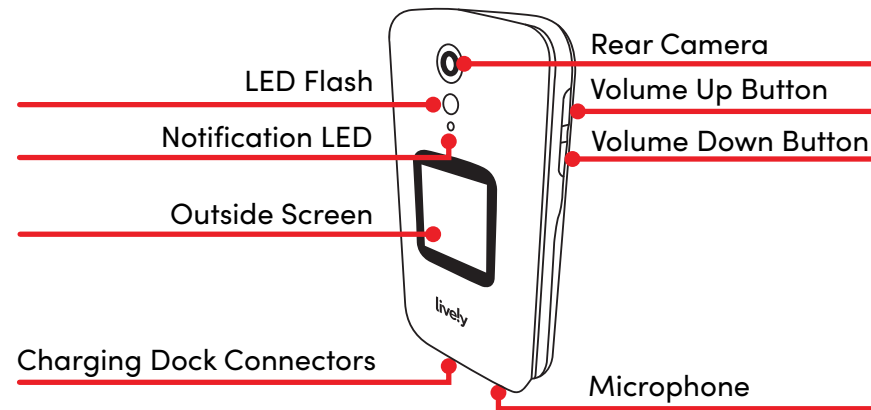


Wall Charger

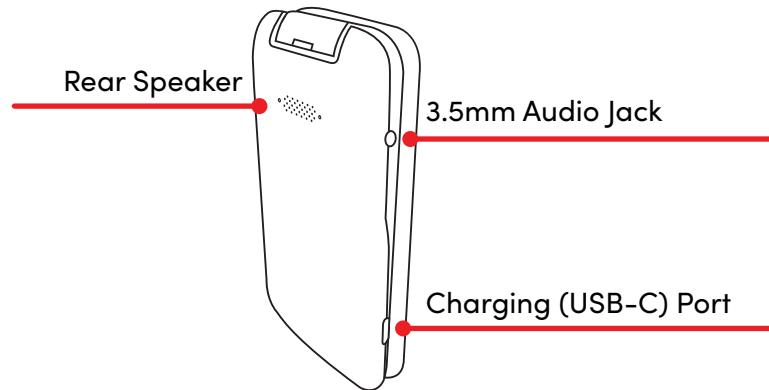


Charging Dock

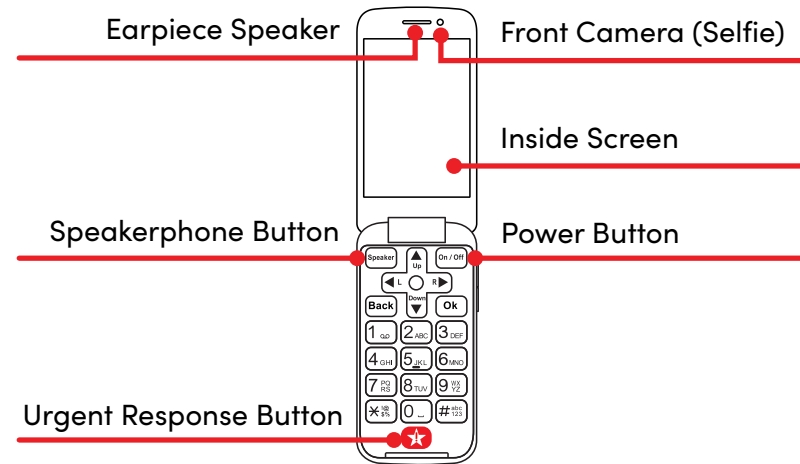
Your Jitterbug Flip2



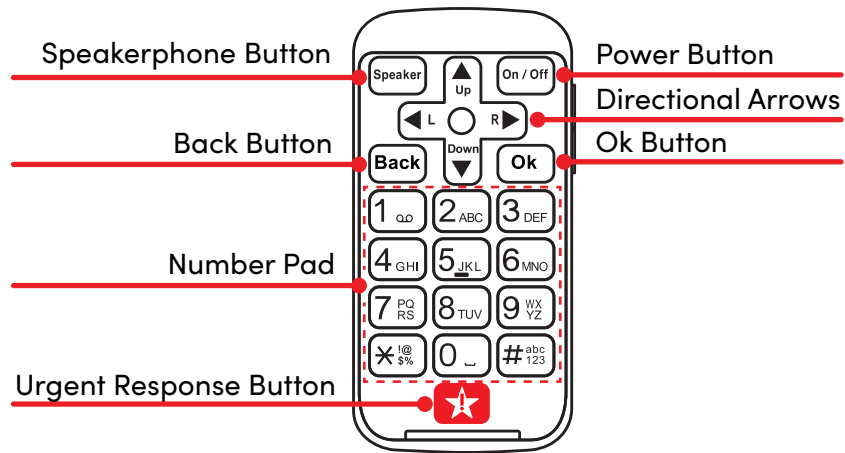
Your Jitterbug Flip2 (continued)



Your Jitterbug Flip2 (continued)



Your Jitterbug Flip2 (continued)

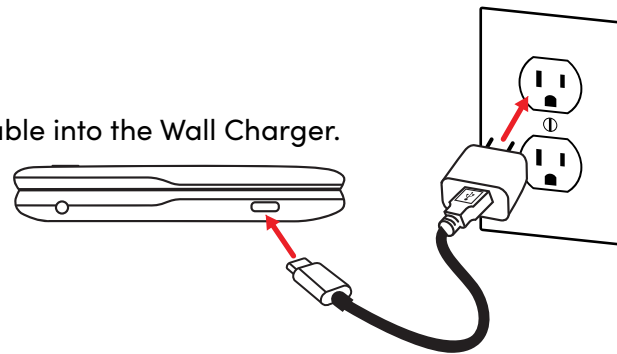


Charging the Battery

The phone's battery may be low when it is removed from its box. Charge the phone before use and whenever the battery is low so that the phone is ready when you need it.

With the USB Cable:

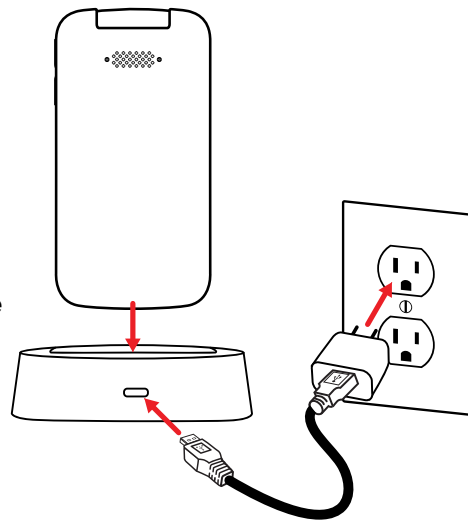
1. Plug the larger end of the USB Cable into the Wall Charger.
2. Plug the Wall Charger into a wall outlet.
3. Plug the smaller end of the USB Cable into the side of the phone.



Charging the Battery (continued)

With the Charging Dock:

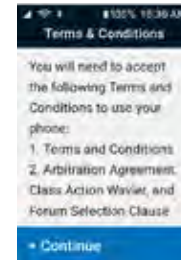
1. Plug the larger end of the USB Cable into the Wall Charger.
2. Plug the Wall Charger into a wall outlet.
3. Plug the smaller end of the USB Cable into the back of the Charging Dock.
4. Place the phone on the Charging Dock.



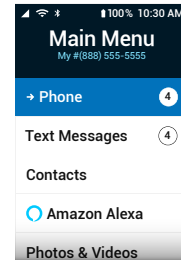
Turning Your Phone On (1st time)

1. Press and hold **On/Off** on the keypad and wait while the phone sets up.
2. Press **Ok** to review the Terms & Conditions.
3. Press **Down** to read the Terms & Conditions and **Ok** to accept them. You must review four screens.
4. When you finish, the phone's Main Menu is shown.

STEP 2

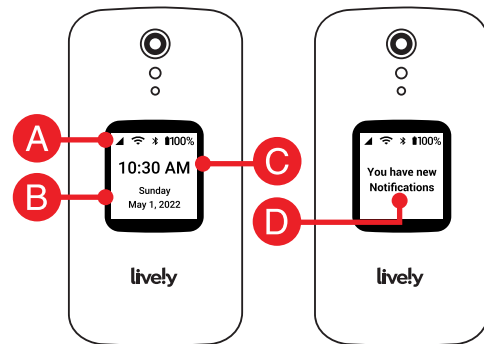


STEP 4



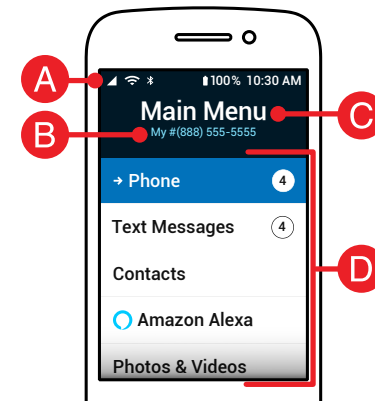
Outside Screen Overview

- A.** Status Bar – Shows you signal strength, wireless connectivity, Bluetooth and battery information.
- B.** Date – Shows the date.
- C.** Current Time – Displays the current time.
- D.** Alerts – Shows information about incoming and missed calls, voicemails and text messages.



Inside Screen Overview

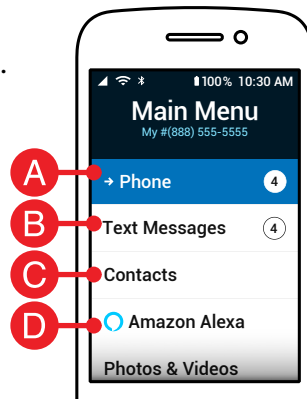
- A.** Status Bar – Shows you signal strength, wireless connectivity, Bluetooth and battery information.
- B.** Phone Number – Shows your phone number.
- C.** Title Bar – Shows the name of the screen you are viewing.
- D.** Menu – Shows a list of the phone's options.



Main Menu

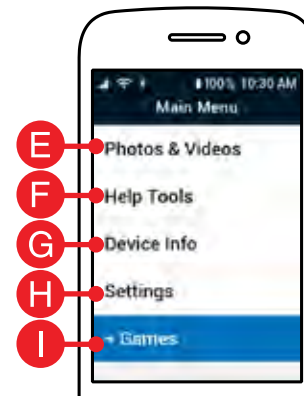
The Main Menu shows a list of all your phone's options. You can select an option to perform a task, including:

- A.** Phone – Make calls, see call history or check voicemail.
- B.** Text Messages – Read received messages and send texts.
- C.** Contacts – View or add a new contact.
- D.** Amazon Alexa – Set up Alexa to ask questions, get information, and more. (Optional)



Main Menu (continued)

- E.** Photos & Videos – View or capture photos or videos.
- F.** Help Tools – Access helpful tools, such as a flashlight, calculator, FM radio and more.
- G.** Device Info – View phone information, such as remaining battery, storage and signal strength.
- H.** Settings – Adjust sounds, notifications, colors and more.
- I.** Games – Play fun games that stimulate your brain.



Status Bar

The Status Bar at the top of your screen shows you signal strength, wireless connectivity, Bluetooth status, battery and current time information.



- A. Cellular Signal Strength** – Affects your call quality. The more the triangle is filled in, the stronger your signal.
- B. Wi-Fi Status** – Shows the phone's Internet connection and signal strength.

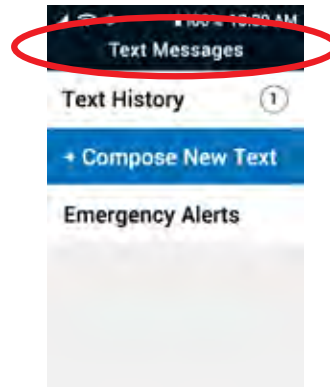
Status Bar (continued)



- C. Bluetooth Status** – Lets you know if you're connected to a Bluetooth device such as a car stereo or wireless headphones. Turn this feature on or off under Settings.
- D. Battery Level** – Allows you to know how much battery you have left.
- E. Current Time** – Shows the current time.

Title Bar

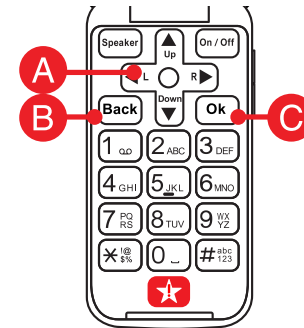
The Title Bar at the top of the menu shows the name of the screen you are viewing.



Navigation Buttons

At the top of your keypad you will find the six buttons that are used to navigate your phone.

- A. **Directional Arrows** – Press , ,  or  to navigate through the phone's menus.
- B. **Back** – Takes you one step back from your last action.
- C. **Ok** – Confirms a selection.



Section 2: Learning the Basics

Topics

- Turning the Phone On/Off
- Adding a Contact
- Making a Call
- Sending a Text Message
- Taking a Photo
- Setting Up Your Voicemail Greeting
- Connecting to Wi-Fi
- Calling Urgent Response

Turning the Phone On/Off

1. Press and hold **On/Off**. The phone turns on or off.

Adding a Contact

1. From the Main Menu, press **Up** or **Down** to select **Contacts** and press **Ok**.
2. Press **Up** or **Down** to select **Add Contact** and press **Ok**.

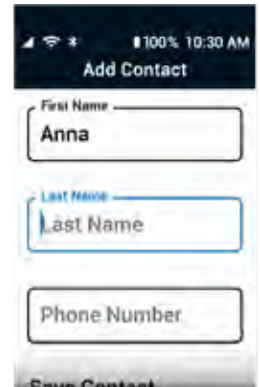
Adding a Contact (continued)

3. Press **Up** or **Down** to select **First Name** and use the keypad to type the name.

See "Typing Text Messages with the Keypad" on page 59 for help typing a message.

4. Press **Up** or **Down** to select **Last Name** and use the keypad to type the name.

STEP 3



Adding a Contact (continued)

5. Press  or  to select **Phone Number** and use the keypad to enter the number.
6. Press  or  to select **Save Contact** and press .

NOTE

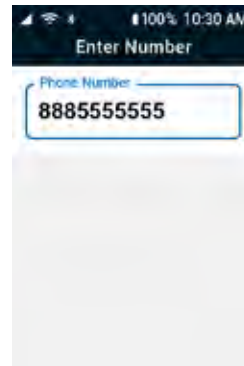
*After a contact is saved, you can select their name in your phone menu **Contacts** and press  to call them.*

Making a Call

Dialing a Phone Number:

1. Open the phone. The Main Menu displays.
2. Dial the 10-digit number on the keypad, and press  to call.

STEP 2



Making a Call (continued)

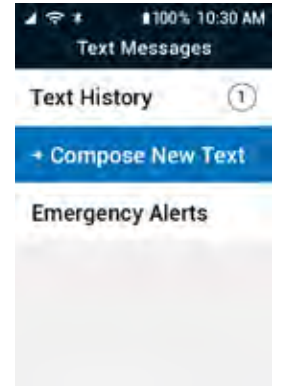
Calling an Existing Contact:

1. From the Main Menu, press  or  to select **Contacts** and press **Ok**.
2. Press  or  to select a contact's name from the list and press **Ok**.
3. Press  or  to select the phone number you want to call and press **Ok**.
4. Press  or  to select **Dial Call** and press **Ok**.

Sending a Text Message

1. From the Main Menu, press  or  to select **Text Messages** and press **Ok**.
2. Press  or  to select **Compose New Text** and press **Ok**.
3. Press  or  to select **New Number** or **From Contacts** and press **Ok**.

STEP 2

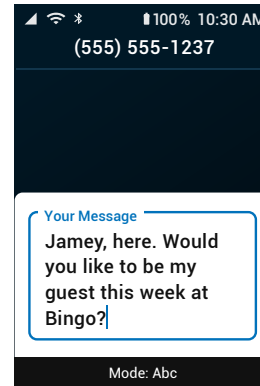


Sending a Text Message (continued)

4. Enter the 10-digit number or press  or  to select a contact from the list and press .
5. Type a message and press  to send.

See "Typing Text Messages with the Keypad" on page 61 for help typing a message.

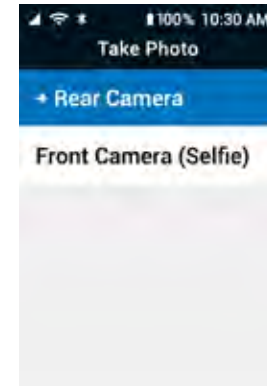
STEP 5



Taking a Photo

1. From the Main Menu, press  or  to select **Photos & Videos** and press .
2. Press  or  to select **Camera** and press .
3. Press  or  to select **Take Photo** and press .
4. Press  or  to select **Rear Camera** or **Front (Selfie) Camera** and press .

STEP 4



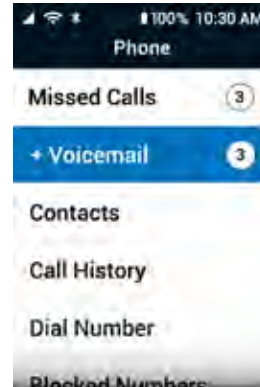
Taking a Photo (continued)

5. Aim the camera and press **Ok** to take a picture.
6. Press **Left** or **Right** to select **Save** and press **Ok** to keep the picture.



Setting Up Your Voicemail Greeting

1. From the Main Menu, press **Up** or **Down** to select **Phone** and press **Ok**.
2. Press **Up** or **Down** to select **Voicemail** and press **Ok**. The phone dials your voicemail.
3. Follow the prompts using the keypad to record your greeting.



Connecting to Wi-Fi

1. From the Main Menu, press  or  to select **Settings** and press .
2. Press  or  to select **Bluetooth & Wi-Fi** and press .
3. Press  or  to select **Wi-Fi: Off** and press .
4. Press  or  to select **Wi-Fi: Off** and press .
5. Press  or  to select **On** and press .

Connecting to Wi-Fi (continued)

6. Press  or  to select **Available Networks** and press . The phone searches for available Wi-Fi networks and displays a list.
7. Press  or  to select the name of the Wi-Fi network you want to connect to and press .

STEP 6



Connecting to Wi-Fi (continued)

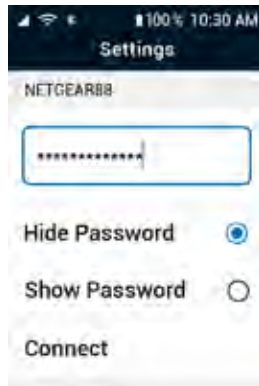
8. Use the keypad to type the Wi-Fi password, press  or  to select **Connect** and press . The phone connects to Wi-Fi.

See "Typing Text Messages with the Keypad" on page 61 for help typing a message.

TIP

Select *Show Password* to see what you are typing.

STEP 8



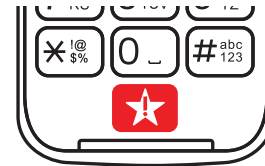
Calling Urgent Response

Press the  Urgent Response button to get help in an unsafe or uncertain situation. (Access to Urgent Response Agents requires purchase of a Lively® Health & Safety Package).

There is a 6-second delay before you are connected to Urgent Response. This lets you cancel the call if you accidentally pressed the button.

NOTE

If you accidentally call Urgent Response, please stay on the line and advise the Agent that it is not an emergency. Our Agents are notified of attempted calls, take each one seriously, and are trained to call back to confirm your situation.



Section 3: Phone Calls

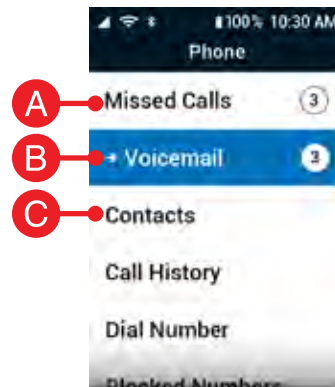
Topics

- Phone Overview
- Missed Calls
- Voicemail
- Contacts
- Call History
- Dial Number
- Speed Dial
- Blocked Numbers
- Answering or Ignoring a Call
- Speakerphone
- Adjusting the Call Volume
- Adjusting the Ringer Volume

Phone Overview

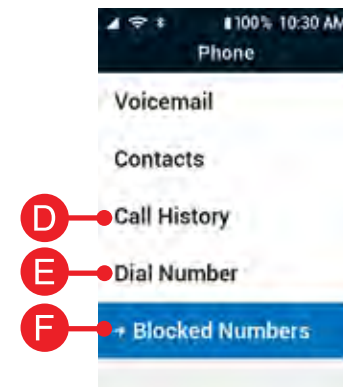
Selecting Phone from the Main Menu shows you the following options:

- A. Missed Calls** – See which calls you missed.
- B. Voicemail** – Listen to voice messages from calls you missed.
- C. Contacts** – Save phone numbers with a contact name for quicker dialing.



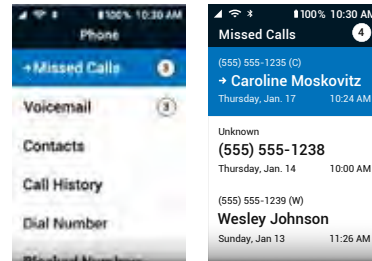
Phone Overview (continued)

- D. Call History** – See your incoming and outgoing call history.
- E. Dial Number** – Make a call by dialing the number.
- F. Blocked Numbers** – See which numbers you have blocked from calling you.



Missed Calls

Missed Calls – Incoming calls that ended before you could answer.



Voicemail

Voicemail lets people leave audio recordings that you can listen to later if you miss a call. You will receive a notification on both the outside and inside screens when you have a voicemail. To access your voicemail:

1. From the Main Menu, select **Phone** and press **Ok**.
2. Select **Voicemail** and press **Ok**.
3. The phone calls your voicemail. Listen to the prompts and press the buttons on the keypad to access your messages.

When you are finished press **Back** or close your phone to hang up.

Contacts

Contacts is where you can save the phone numbers of your most frequently called contacts so that you don't have to manually dial their number each time.

To add a new contact:

1. From the Main Menu, select **Contacts** and press **Ok**.
2. Select **Add New Contact** and press **Ok**.
3. Select **First Name** and use the keypad to type the name.
4. Select **Last Name** and use the keypad to type the name.

Contacts (continued)

5. Select **Phone Number** and use the keypad to enter the number.
6. Select **Save Contact** and press **Ok**.

NOTE

After a contact is saved, you can select their name in the contacts list and press **Ok** to call them.

STEP 6

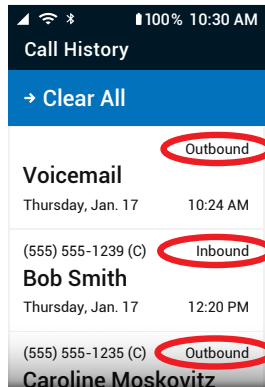
The screenshot shows a mobile interface for adding a contact. At the top, there's a status bar with signal, Wi-Fi, and battery icons, and the time 10:30 AM. Below that is a dark blue header with the text 'Add Contact'. The main area has two input fields: 'Last Name' with the text 'Doe' and 'Phone Number' with the text '5555551234'. At the bottom, there's a blue button labeled '→ Save Contact' and a light gray section labeled 'Add Optional Info.'.

Call History

From Call History you can view your inbound, outbound and missed call history. Select any record for more options like calling back and viewing caller details.

There are two call history records:

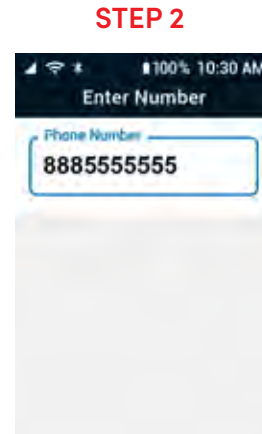
- **Inbound** – Incoming calls that were answered.
- **Outbound** – All outgoing calls that you made.



Dial Number

Dialing a Phone Number:

1. Open the phone. The Main Menu is shown.
2. Enter the 10-digit phone number and press **Ok** to dial.



Dial Number (continued)

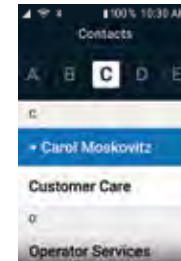
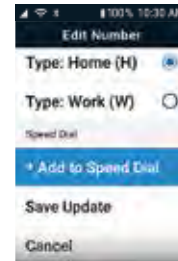
Calling an Existing Contact:

1. From the Main Menu, select **Contacts** and press **Ok**.
2. Select a contact's name from the list and press **Ok**.
3. Select the phone number you want to call and press **Ok**.
4. Select **Dial Call** and press **Ok**.

Speed Dial

Storing the Speed Dial Number:

1. From the Main Menu, select **Contacts** and press **Ok**.
2. Select a contact's name from the list and press **Ok**.
3. Select the phone number you want stored for speed dial and press **Ok**.
4. Select **Add to Speed Dial** and press **Ok**.

STEP 2**STEP 4**

Speed Dial (continued)

5. Select the number you want as the speed dial number and press **Ok**.
6. Select **Key #[number you chose]** and press **Ok**.
7. Select **Save Update** and press **Ok**.

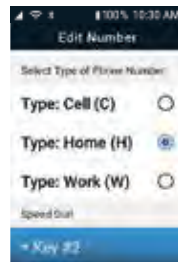
Calling the Speed Dial Number:

Once the speed dial number is stored, simply flip open the phone and hold down the number to place calls to the contact.

STEP 5



STEP 6



Blocked Numbers

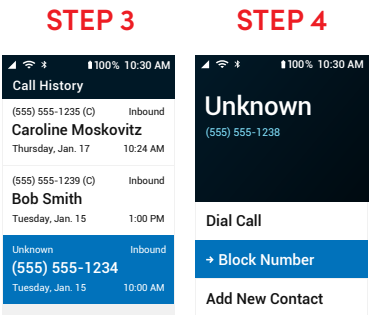
Blocked Numbers shows phone numbers that you have blocked from calling you. When you block a number, the phone will not ring, and calls will go directly to voicemail.

To block a number:

1. From the Main Menu, select **Phone** and press **Ok**.
2. Select **Call History** or **Missed Calls** and press **Ok**.

Blocked Numbers (continued)

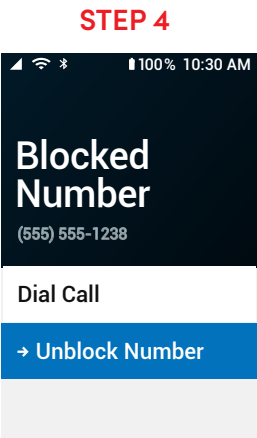
- Choose the number you want to block and press **Ok**.
- Select **Block Number** and press **Ok**. The number is blocked.



Blocked Numbers (continued)

To unblock a number:

- From the Main Menu, select **Phone** and press **Ok**.
- Select **Blocked Numbers** and press **Ok**.
- Select the number you want to unblock and press **Ok**.
- Select **Unblock Number** and press **Ok**. The number is unblocked.



Answering or Ignoring a Call

Your phone will ring to notify you when someone is calling. The outside screen shows information available about the caller. Open the phone to answer or leave the phone closed to ignore the call. Ignoring a call will send the caller to your voicemail.

To answer or dismiss the call when the phone is already open:

- Select **Answer** to speak with the caller or **Ignore** to reject the call. Press **Ok**.

Speakerphone

While you are in a call, you can listen to the caller through either the earpiece speaker or the speakerphone.

The earpiece allows you to have a private conversation if you are in a public setting, while the speakerphone allows you to free your hands or allow other people surrounding you to participate in the conversation.

To switch between the earpiece speaker and speakerphone while on an active call:

- Press the Speaker button.



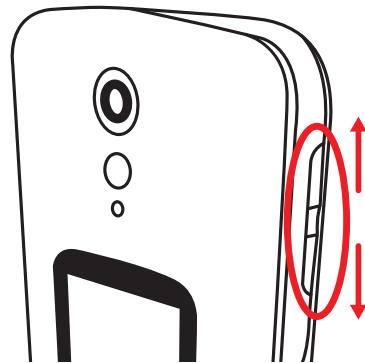
Adjusting the Call Volume

To adjust the call volume while on an active call:

- Press the upper end of the Volume Button to increase the call volume.
- Press the lower end of the Volume Button to decrease the call volume.

NOTE

As you adjust the call volume, a menu appears to show the current volume level (Maximum, High, Medium or Low).



Adjusting the Ringer Volume

To adjust the ringer volume while viewing the Main Menu:

- Press the upper end of the Volume Button to increase the ringer volume.
- Press the lower end of the Volume Button to decrease the ringer volume.

NOTE

As you adjust the ringer volume, a menu appears to show the current volume level (Maximum, High, Medium, Low or Silent).

See "Volumes & Sounds" on page 117 for instructions to lock Exterior Volume Buttons.

Section 4: Text Messages

Topics

- Text Messages Overview
- Reading and Replying to Text Messages
- Sending New Text Messages
- Checking Emergency Alerts
- Typing Text Messages with the Keypad
- Sending Photo Messages
- Deleting Text Messages

Text Messages Overview

Text Messages are a quick way to send short messages.

Select Text Messages from the Main Menu for the following options:

- A. Text History** – A list of text message conversations you have had and can reply to.
- B. Compose New Text** – Create a new text message.
- C. Emergency Alerts** – Shows any active emergency alerts in your area.

Reading and Replying to Text Messages

1. From the Main Menu, select **Text Messages** and press **Ok**.
2. Select **Text History** and press **Ok**.
3. Select a contact or phone number and press **Ok**. Your conversation with that person opens.